

MARKET CONDUCT EXAMINER 2**Nature of Work**

Under general supervision, performs full-performance level professional work in the examination of the business practices, policies and rates of insurance companies, resident agents, brokers, non-resident agents, third-party administrators, agencies and other regulated entities to ensure compliance with applicable insurance laws and regulations. As part of an on-site market conduct examination team, examines records, files and practices of regulated entities. Trains and mentors new employees. May act as Examiner-in-Charge on select in-state examinations. May supervise the work of other Market Conduct Examiners when acting as Examiner-in-Charge. Market conduct examination work requires extensive travel in and outside West Virginia. Assignments may range from three weeks to six months. Performs related work as required.

Distinguishing Characteristics

This is the full-performance level in the Market Conduct Examiner class series. At this level candidates will possess credentials to sign in-state examinations and has achieved the Accredited Insurance Examiner (AIE) designation. Possesses the knowledge, skills and abilities to function independently as lead regulator on more complex assignments.

Examples of Work

Essential Job Functions - Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.

- Participates in or leads market conduct examination of insurance companies and insurance agent operations to determine compliance with insurance laws and regulations.
- Reviews agent listing compliance, volume of complaints, category of complaints, number of settlements in each complaint category, number of hearings in each complaint category, advertising compliance and claims administration practices.
- Reviews records and practices relating to policy form filings for adherence to insurance laws and regulations.
- Reviews license applications to determine compliance with state agent licensing requirements.
- Reviews settlement of claims paid to clients to assure compliance with policy provisions.
- Informs supervisor of findings of non-compliance and suggests appropriate corrective actions to recommend to the Insurance Commissioner.
- Recommends additional investigation of insurance company's financial status or new policies and rates to ensure solvency and compliance with insurance regulations.
- Oversees the preparation of the final market conduct examination report as assigned; informs insurance company of non-compliance and recommends appropriate corrective actions to the Insurance Commissioner; monitors insurance company's compliance with corrective action plans.

MARKET CONDUCT EXAMINER 2 (CONT'D)**Examples of Work (Cont'd)**

Trains and mentors subordinate market examiner staff in practices and procedures of market conduct examinations.

Prepares time and expense budgets for examinations.

Reviews and approves work papers prepared by other examiners when serving as examiner-in-charge.

Assists in the identification and prioritization of companies to be scheduled for examinations, market analysis or desk audits.

May serve as Insurance Commissioner's liaison to select NAIC Working Groups.

May testify in administrative hearings and civil court proceedings.

Knowledge, Skills and Abilities

Knowledge of the business practices and procedures of insurance companies, brokers, agents, insurance agencies, underwriters and adjusters.

Knowledge of federal and state laws, rules and regulations relating to the insurance industry.

Knowledge of the records maintained by insurance companies and other regulated entities.

Knowledge of operational auditing principles and practices relating to auditing and examining insurance company documents and records.

Knowledge of database and spreadsheet applications.

Ability to plan, coordinate and direct the work of market conduct examiners.

Ability to compile and analyze data and draw valid conclusions on insurance practices, policies and rates of regulated entities.

Ability to interpret and comprehend insurance related data.

Ability to maintain effective working relationships with other employees, industry representatives and the general public.

Ability to use a personal computer.

Ability to convey ideas clearly and concisely in business correspondence and reports.

Ability to communicate effectively, orally and in writing.

Minimum Qualifications

Training: Bachelor's degree from a regionally accredited four-year college or university. Must hold the Accredited Insurance Examiner (AIE) designation and comply with the continuing education requirements for maintaining the designation.

Substitution: Certifications of Chartered Property Casualty Underwriter (CPCU), Chartered Life Underwriter (CLU), Fellow Life Management Institute (FMLI) OR experience as described below may substitute for the required training on a year-for-year basis.

MARKET CONDUCT EXAMINER 2 (CONT'D)

Minimum Qualifications (Cont'd)

Experience: Two years of full-time or equivalent part-time paid experience as an insurance regulator, one year of which must have been in conducting market conduct examinations or analysis of regulated insurance entities.

NOTE: The Accredited Insurance Examiner (AIE) designation takes 2 years of experience to obtain the certification.

Established: 12/18/2009
Effective: 02/01/2009