

**9193**  
**INSURANCE PROGRAM SPECIALIST**

**Nature of Work**

Under general supervision, performs work at the advanced level by providing administrative coordination, complex program assistance and marketing support for the program area. Acts as liaison to facilitate problem resolution and assure compliance with regulations, laws, policies, and procedures governing the program or technical area. Has primary responsibility for developing standards for program operation, for monitoring and/or evaluating program performance and marketing the program to potential members and various stakeholders. Uses independent judgment in determining action taken in administrative, operational, and marketing aspects for the program area. Exercises considerable latitude in varying methods and procedures to achieve desired results. May supervise employees. Performs related work as required.

**Examples of Work**

Analyzes laws and regulations for program area assigned and applies them appropriately to resolve problems and assure compliance.

Interprets laws and regulations for staff, vendors and external stakeholders.

Monitors changes in laws and regulations and advises insurance industry, staff, and vendors.

Collaborates with agency head and other entities on determining need for changes in procedures, guidelines, and formats; develops solutions, and monitors program; interacts with plan administrator to implement procedures.

Represents the program area with other agencies and outside entities.

Plans and implements program to inform and educate potential enrollees, providers, agents and other stakeholders; conducts meetings and workshops.

Develops and reviews program related documents or material such as licensing forms and educational, informational and promotional material using a variety of media.

Coordinates production and promotional campaigns.

Communicates with federal, state, local program representatives, participants and vendors serving the program.

Completes related reports; may compile special and/or statistical reports, analyzing data and interpreting results.

Reads, reviews and responds to correspondence.

May draft legislation, rules and regulations.

May oversee the work of support staff, specialists, or consultants in relation to the completion of specific assignments.

**Knowledge, Skills and Abilities**

Knowledge of health insurance and the rules, regulations, policies, and procedures of the agency.

Knowledge of the federal and state regulations, laws, and statutes relevant to the program area .

Knowledge of the objective of the program area, its procedures, policies, and guidelines, and its relationship to the agency and other entities.

Ability to analyze situations, problems, and information and develop appropriate responses and resolutions.

Ability to communicate effectively, both orally and in writing.

Ability to plan and implement promotional campaigns.

Ability to represent the program area and to provide consultation on program or agency matters.

**9193**  
**INSURANCE PROGRAM SPECIALIST (cont'd)**

**Knowledge, Skills and Abilities (cont'd)**

Ability to synthesize information and provide interpretation.

Ability to assign, direct and review the work of others.

**Minimum Qualifications**

**Training:** Bachelor's degree from a regionally accredited college or university.

**Substitution:** Additional qualifying experience as described below may be substituted for the required training on a year-for-year basis.

**Experience:** Three (3) years of full-time or equivalent part-time paid experience in providing programmatic assistance to staff, users or participants in insurance product development, health care policy, or marketing.

Established: 08/19/1993

Revised: 01/19/2006; 03/06/2019

Effective: 03/06/2019