

**INSURANCE PROGRAM MANAGER****Nature of Work**

Under administrative direction, performs complex administrative and professional work in managing a major program component in the Insurance Commission. Responsibilities include planning, policy development, direction, coordination and administration of the operation of a major program component in the area of insurance services. Complexity level is evidenced by the variety of problem-solving demands and decisions for the assigned area. Performs related work as required.

**Examples of Work**

Supervises professional, technical and clerical staff; makes assignments and reviews and approves plans of operation. Provides administrative and program direction; enforces agency objectives, policies and procedures. Responsible for management of recruitment/selection process, staff development, disciplinary matters, and other related actions in assigned area. Develops policies, standards and procedures for the effective application of state insurance laws. Monitors and evaluates program administration, and the delivery of services to clients. Provides technical consultation and policy interpretation to staff, supervisor, public officials, and advocacy groups. Drafts legislative proposals, meets with legislative members and performs research and analysis of legislation regarding program area. Plans and implements programs for the training of professional, technical and clerical staff. Responds to written or oral inquiries regarding program matter applying state laws and agency policies and procedures. Responds to subpoenas on insurance matters; assists in investigations. Attends meetings and seminars.

**Knowledge, Skills and Abilities**

Knowledge of the theories, principles and techniques of the area of assignment.  
Knowledge of federal and state statutes, regulations and program standards in the area of assignment.  
Knowledge of the objectives of the program area, its procedures, policies and guidelines and their relationship to the rest of the agency and other entities.  
Ability to plan and coordinate work and organize work and projects.  
Ability to direct and supervise the work of others.  
Ability to present ideas effectively, both orally and in writing.

9196

**INSURANCE PROGRAM MANAGER (CONT'D)**

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

Ability to analyze facts and apply them to the management of the area of assignment.

Ability to work effectively with co-workers, the public, advocacy groups, and federal and state agencies in the area of assignment.

**Minimum Qualifications**

TRAINING Graduation from an accredited four-year college or university.

SUBSTITUTION Experience as described below may substitute for the required training on a year-for-year basis.

EXPERIENCE Three years of full-time or equivalent part-time paid experience in the insurance industry or insurance regulatory field, law, business administration, education, or administrative capacity.

Established: 8/19/93

Effective: 9/16/93