

DIRECTOR, INSURANCE FRAUD UNIT

NATURE OF WORK: Under administrative direction, performs managerial and investigative work in directing and coordinating the fraud investigations unit at the West Virginia Insurance Commission. Plans, organizes, coordinates and conducts investigations to determine if the insurance laws of the state have been violated by consumers, insurance agents, insurance agencies or other licensees. Responsibilities include developing policies and procedures for the unit, hiring and training investigative and support staff, organizing and coordinating investigative work with other state agencies, federal, state and local law enforcement agencies and other units in the Insurance Commission. Considerable travel is required. Requires irregular work hours and the ability to conduct surveillance related to investigations. Work may involve potentially dangerous situations requiring strenuous physical effort or altercations. Performs related work as required.

EXAMPLES OF WORK PERFORMED: (The following duties are illustrative only and may not include all of the duties performed; additional and related duties may be assigned by the appointing authority as required)

Plans, organizes, assigns and directs the work of insurance fraud investigators and support staff conducting criminal investigations of alleged illegal activity of consumers, insurance agents, insurance agencies and other licensees.

Oversees the development of unit investigation rules, policies and procedures in consultation with Insurance Commission legal staff insuring compliance with state and federal laws on evidence, search and other criminal investigation processes.

Develops and implements basic and advanced training for unit insurance fraud investigators insuring the acquisition of required competencies; oversees the acquisition of specialized equipment used for investigations and surveillance.

Plans and conducts complex and sensitive investigations involving the search, surveillance and apprehension of persons in violation of state and federal laws relating to insurance fraud.

Ascertain facts and obtains evidence and witness statements on alleged violations; secures and coordinates the serving of search warrants and subpoenas relating to investigations.

DIRECTOR, INSURANCE FRAUD UNIT (CONT'D)**EXAMPLES OF WORK PERFORMED (CONT'D) :**

Assures the proper receipt and custody of evidence gathered through investigations; assures the proper documentation of investigations by detailed records and written investigation reports.

Cooperates with federal, state and local law enforcement agencies and provides criminal intelligence information as required.

Consults with agency attorneys on preparation of criminal cases for litigation; testifies in court as an expert witness; compiles information from investigations and consults with prosecuting attorneys in the prosecution of criminal violations.

Consults with agency legal and administrative staff on the interpretation of court opinions and statutes, the application of rules and regulations and related matters involving legal issues.

Speaks to civic groups and business associations on programs and issues relating to the work of the unit; directs consumer outreach.

REQUIRED COMPETENCIES:

Extensive knowledge of the insurance industry.

Extensive knowledge of state and federal laws and regulations in the insurance industry.

Extensive knowledge of effective investigation procedures, practices and techniques.

Extensive knowledge of laws and regulations regarding search, seizure and custody of evidence.

Considerable knowledge of the criminal justice system, court procedures and legal terminology.

Skill in the use of a keyboard and personal computer including electronic spreadsheets.

Ability to plan, organize and direct the work of investigators and support staff.

Ability to properly ascertain facts by personal contact, observation and examination of detailed records; to effectively interview and interrogate witnesses

Ability to prepare and present clear and concise written investigation reports.

Ability to communicate effectively, orally and in writing.

9236

DIRECTOR, INSURANCE FRAUD UNIT (CONT'D)

MINIMUM QUALIFICATIONS:

Training: Bachelor's degree from an accredited four-year college or university with a major in accounting, finance, business administration, insurance, police science, criminology, criminal justice or related fields.

Experience: Four years of full-time or equivalent part-time paid experience in financial fraud investigation, criminal investigation or in complex financial analysis relating criminal investigations or in insurance claims investigation.

Established: 4/15/2004

Effective: 4/15/2004