



State of Oregon
Department of Administrative Services

Position Description

This Position is:

- Mgmt Service-Supervisory
Mgmt Service-Managerial
Mgmt Service-Confidential
Classified
Unclassified
Executive Service

*** PLEASE READ INSTRUCTIONS BEFORE COMPLETING THIS FORM ***

New

Revised

SECTION 1. POSITION INFORMATION

- a. Class Title: Principal Executive/Manager E
c. Effective Date: January 1, 2022
e. Working Title: Financial Regulation Manager/Chief Examiner
f. Work Unit: DFR, Insurance Institutions
g. Agency No.: 44000
i. Employee Name:
j. Work Location (City-County): Salem - Marion
b. Class No.: MMS X7008
d. Position No.: 0003.654
h. Agency Name: DCBS

- k. Position: Permanent, Seasonal, Limited Duration, Academic Year, Full Time, Part Time, Intermittent, Job Share

- l. FLSA: Exempt, Non-Exempt
If Exempt: Exec, Prof, Admin
m. Eligible for Overtime: Yes, No

SECTION 2. PROGRAM/POSITION INFORMATION

a. Describe the program in which this job exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Department of Consumer and Business Services (DCBS) is Oregon's largest business regulatory and consumer protection agency. The department administers state laws and rules to protect consumers and workers in the areas of workers' compensation, occupational safety and health, financial services, insurance and building codes.

DCBS consists of the Workers' Compensation Division; Oregon Occupational Safety and Health Division; Division of Financial Regulation; Building Codes Division; Small Business Ombudsman; and Injured Workers Ombudsman. The department provides Employee Services, communication and legislative coordination services to all divisions through the Director's Office and fiscal, facilities and information technology services are provided through the Central Services Division. The department also includes the Workers' Compensation Board.

The mission of the Department of Consumer and Business Services is 'To Protect and serve Oregon's consumers and workers while supporting a positive business climate in the state.' The Division of Financial Regulation's mission supports that of the department by protecting Oregonians' access to fair products and services through education, regulation, and consumer assistance. The division is responsible for ensuring the safety and soundness of financial institutions, the availability and affordability of financial products, and the fair treatment of consumers. Functions include licensing, regulating, and monitoring the conduct of banks, credit unions, financial services providers, health care service contractors, insurance companies, and licensed or registered agents of such entities.

The Insurance Institutions team is responsible for proactively ensuring the safety and soundness of the insurance institutions we regulate through analysis, examinations, and strategic development of regulatory frameworks. These regulatory activities protect consumers, provide information to the public, assist other state and federal regulatory agencies, and maintain confidence in the industry.

- b. Describe the purpose of this position, and how it functions within this program, by completing this statement:
The purpose of this job/position is to . . .

This position directs the Insurance Financial Regulation Program within the Division of Financial Regulation of DCBS. It manages the financial examinations, financial analysis, receiverships and liquidations, taxation, and security deposits for foreign and domestic insurers. It directs these programs by developing and implementing policies and procedures consistent with agency goals and objectives to protect the insurance buying public and by promoting a positive business climate within the state. It develops policy for the above programs by analyzing all pertinent issues and information regarding the impact of the proposed policy. It evaluates the quality of services provided by the section, conferences with reporting staff, authorizes redistribution of available resources to meet changing program needs, performs supervisory functions by interviewing, selecting and providing training for new staff, and determines the need for and initiating disciplinary action in order to ensure adequate and competent staffing for the program.

SECTION 3. DESCRIPTION OF DUTIES

List major duties. Note percentage of time duties is performed. If this is an existing position, mark "N" for new duties or "R" for revised duties.

% of Time	N/R	DUTIES
30%	R	<p>Manages and supervises financial examiners, oversees the examination process by reviewing the compliance with NAIC examination standards for completeness, efficiency and timeliness, the completeness and accuracy of the examination work papers, responds to questions from the examination staff, and oversees the production and distribution of the final written report of examination.</p> <p>Communicates identified issues with the examination process and/or identified insurer issues to the Division management in a timely manner.</p> <p>Makes interpretations of the Insurance Code, Oregon Administrative Rules, the NAIC Accounting Practices and Procedure Manual, NAIC Annual Statement Instructions Manuals, NAIC Troubled Company Handbook, and other applicable procedure manuals. Implements new procedures and monitors continuing education requirements of staff.</p> <p>Allocates examination resources and schedules the examinations of domestic and foreign insurers by priority taking into account the exam frequency required by statute, administrative rules, accreditation standards and specific concerns about particular insurers.</p> <p>Recruits, interviews and hires examiners. Plans and assigns work, evaluates performance, provides training opportunities, prepares merit ratings, approves leave time, responds to grievances, recommends salary adjustments, performs progressive discipline, following ADA and EEO policies, and monitors safety in the workplace.</p>
30%	R	<p>Manages and supervises financial analysts, oversees the financial analysis process by reviewing compliance with NAIC analysis standards for completeness, efficiency and timeliness, the completeness and accuracy of the analysis' work papers, responds to questions from the analysts, and oversees the production of the various analyst reports.</p> <p>Communicates identified issues with the analysis process and/or identified insurer issues to the Division management in a timely manner.</p> <p>Makes interpretations of the Insurance Code, Oregon Administrative Rules, the NAIC Accounting Practices and Procedure Manual, NAIC Annual Statement Instructions Manuals, NAIC Troubled Company Handbook, and other applicable procedure manuals. Implements new procedures and monitors continuing education requirements of staff.</p> <p>Allocates analyst resources and schedules the analysis of domestic and foreign insurers by priority taking into account the requirements of statutes, administrative rules, accreditation standards, and specific concerns about particular insurers.</p>

		Recruits, interviews and hires analysts. Plans and assigns work, evaluates performance, provides training opportunities, prepares merit ratings, approves leave time, responds to grievances, recommends salary adjustments, performs progressive discipline, following ADA and EEO policies, and monitors safety in the workplace.
20%	R	Manages activities related to: domestic insurer solvency and resolution of domestic insurers in hazardous financial condition including receivership; insurer admissions, authorization and withdrawal; retaliatory tax collection, and regulation of alternative insurers. Ensures certificates of authority are reviewed timely. Supervises the work of the retaliatory tax analysts to ensure that taxes are collected and audited timely and any needed refunds are made promptly within any statutory time limits. Oversees implementation of new requirements and adherence to uniform standards in order to maintain NAIC accreditation. Develops and implements best practice involving financial regulation. Sets work priorities for members of the financial regulation section. Holds monthly team meetings. Meets with individual staff members at least quarterly to discuss regulatory issues and suggestions.
10%	R	Serves as member of division's management team. Ensures administrator and deputy administrators are accurately apprised of team performance, maintenance of accreditation standards, and significant issues or reputational risks. Participates in discussions of problems and develops solutions with other Division managers. Oversees development of legislative concepts and division benchmarks involving financial matters. Establishes procedures to implement legislation and works with stakeholders to develop legislation. Develops and/or reviews legislation and administrative rules.
5%		Participates on NAIC committees, subcommittees, and working groups to develop national standards for financial regulation.
5%		Oversees the Ancillary Receivership process to ensure ancillary receiverships are opened timely, assets in custody of director are properly controlled and released to the Oregon Insurance Guaranty Association when needed, proper accounting of assets is maintained. Acts as liaison between division and two Oregon insurance guaranty associations.
As needed		<p>Expectation of all DFR employees: Provide prompt customer service; create and maintain productive working relationships; treat colleagues and the public fairly, courteously, and respectfully; fully participate in work teams, division and department projects; collaborate with coworkers in the improvement of work processes; improve interpersonal and job skills; provide and receive feedback and suggestions in an open and constructive manner; and, regularly and timely report to work.</p> <p>Foster and promote the importance and value of a diverse, discrimination- and harassment-free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity-related efforts in order to diversify the workplace.</p> <p>Maintain a Desk Manual describing in detail the work you are responsible for. The desk manual will be kept current.</p> <p>Other duties as may be assigned to ensure that the objectives and mission of the division and the department are met.</p>
At all times	N	<p>Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Develop good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness of constructive criticism and suggestions, and an effort to strengthen work performance. Contribute to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.</p> <p><u>Data Stewardship</u></p> <p>Per IRM-07, has the responsibility and accountability for a set of business information. This includes: Controlling access to the data, ensuring those who do have access can get what they need when they need it, and ensuring the data is accurate and kept up to date.</p> <p>As a Data Steward responsible for both the managerial and operational roles, has the responsibility and authority to approve and signoff on IMD Service Requests, Risk Assessments, and System Access Requests. Ensures that data entry staff are trained and have desk manuals, and that data quality processes and appropriate internal controls are in place. Proposes and implements processes to ensure data quality and internal controls, assesses the quality of data, resolves data</p>

		<p>issues, maintains business rule and data definition information, and coordinates changes to the meaning of data.</p> <p>Understands and follows DCBS policies related to data stewardship, especially IRM-04 and IRM-07. Has a basic understanding of the Data Stewardship References listed under Section 5 Guidelines below.</p>
At all times	N	<p>Manages and supervises financial examiners, oversees the examination process by reviewing the compliance with NAIC examination standards for completeness, efficiency and timeliness, the completeness and accuracy of the examination work papers, responds to questions from the examination staff, and oversees the production and distribution of the final written report of examination.</p> <p>Communicates identified issues with the examination process and/or identified insurer issues to the Division management in a timely manner.</p> <p>Makes interpretations of the Insurance Code, Oregon Administrative Rules, the NAIC Accounting Practices and Procedure Manual, NAIC Annual Statement Instructions Manuals, NAIC Troubled Company Handbook, and other applicable procedure manuals. Implements new procedures and monitors continuing education requirements of staff.</p> <p>Allocates examination resources and schedules the examinations of domestic and foreign insurers by priority taking into account the exam frequency required by statute, administrative rules, accreditation standards and specific concerns about particular insurers.</p> <p>Recruits, interviews and hires examiners. Plans and assigns work, evaluates performance, provides training opportunities, prepares merit ratings, approves leave time, responds to grievances, recommends salary adjustments, performs progressive discipline, following ADA and EEO policies, and monitors safety in the workplace.</p>
100%		

SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that are a regular part of this job. Include frequency of exposure to these conditions.

Open office work environment with factors that include noise, overhead lighting, and temperature variations during weather transitions. Requires moderate amount of in- and out-of-state travel for training, examinations, and meetings with industry representatives and other regulators. Occasional evening and weekend work may be required to stay abreast of workload during periods of peak activity, and during the biennial legislative session.

SECTION 5. GUIDELINES

- a. List any established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals or desk procedures.

Oregon Administrative Rules
 Statements of Statutory Accounting Principles
 Generally Accepted Accounting Principles
 NAIC manuals, such as annual statement instructions, analysis guides, investment procedures
 Department Policies, Procedures, Collective Bargaining Unit Contract

Data Stewardship References:

IRM04-DCBS Application Development Policy, IRM07-DCBS Corporate Data Policy, HIPAA (Health Insurance Portability & Accountability Act), Public Records laws (ORS 192.501), Juvenile Information Protection Act, Rehabilitation Act Section 508 (ADA), Credit card standards, DAS IRMD Security Guidelines, HB 2112 UETA (Uniform Electronic Transaction Act), H.B. 3839 (Keep electronic funds transfer data private), E-SIGN, Oregon Digital Signature Law, Consumer privacy (in financial services)

General Management Resources

Federal and State laws and regulations concerning employment issues such as: Americans With Disabilities Act; Family Medical Leave Act; Oregon Family Leave Act; and Oregon civil rights laws relating to the reinstatement and reemployment of injured workers
 Collective Bargaining Agreement between State of Oregon and OPEU/SEIU
 DCBS Policies and Procedures

b. How are these guidelines used to perform the job?

Supervision of insurance institutions is based on applicable state and federal laws, rules, and regulations as well as NAIC manuals. Department/Division rules, policies, and examination manuals are used for information, guidance, and standardization.

The policies describe the data steward role in managing DCBS system and data. The Data Stewardship References describe requirements and issues that should be considered by a data steward to properly manage data for which they are responsible.

SECTION 6. WORK CONTACTS

With whom outside of co-workers in this work unit must this position regularly come in contact?

<u>Who Contacted</u>	<u>How</u>	<u>Purpose</u>	<u>How Often?</u>
Division and Department personnel	In person, in writing, by phone, by internet	To provide or obtain information	Daily
Administrator, Deputy Administrators, Division and DCBS Managers	Phone/in person	Discuss policy, procedures	Daily
IT&R Staff	In person, phone	Resolution of system and data management issues and IT project issues	Daily
Other state agencies, other jurisdictions, etc.	Phone/in person /correspondence	Obtain information, provide public information	Daily
Insurance company personnel	Phone/in person /correspondence	to obtain information, discuss condition of institution, and/or ensure compliance with laws and regulations	daily
General public	Phone/in person /correspondence	Answer inquiries and complaints	frequently

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate effect of these decisions where possible.

The incumbent is authorized to perform the functions of the Chief Examiner for the Division of Financial Regulation and authorize to enter into agreements, contracts and legal orders and pleadings necessary to carry out the daily duties of the Chief Examiner for the Division of Financial Regulation. This authority includes but is not limited to signing certificates of authority, other written documents authorizing companies to conduct insurance activities as well as to enter into examinations of insurers.

In addition this position is authorized to enter into contracts and agreements with other states and national trade associations, such as NAIC with respect to matters relating to insurer regulation, including the sharing of work related documents.

Determines needs for personnel and technology; ensures examination schedules provides timely and effective oversight; determines disposition of applications for new powers, merger/acquisitions, develops and/or refers enforcement actions to address examination findings; makes recommendations to Administrator or Deputy Administrator. Resource decisions affect revenues and expenditures. Examinations affect the allocation of resources, travel expenses, compliance, working relationships with other state and federal regulators, and the soundness of Oregon's insurers. Application decisions determine whether new entrants are allowed to do business in Oregon, pay dividends, etc.

Enforcement actions range from informal to a formal written order involving a notice of charges and hearing that could ultimately result in taking possession, directing the sale of all or part of an institution's assets; the sale of, or merger of, an institution in order to protect the interest of the creditors and consumers; civil penalties, or criminal prosecution..

Poor decisions in the above areas could result in noncompliance with statutes and/or interagency agreements. Policy and program recommendations advanced to the administrator or deputy administrator involve strategic direction or initiatives. Hiring decisions, work assignments and disciplinary actions affect efficiency, effectiveness, productivity and morale.

Decides/approves who should have access to data, what changes should be made to data system(s), what training and processes should be in place to ensure data quality and internal controls, etc. Poor decisions can have significant impact to the department's business operations, its liability exposure, and its reputation. Poor decisions could be detrimental to the insurance buying public and to the division as it seeks to continue to meet national standards for financial regulation imposed by the National Association of Insurance Commissioners.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

The Administrator (PEM/G; position 0003.001) reviews the results of the work of this position on a regular basis to determine if DCBS and DFCS policies, strategic objectives and statutory charge are being met; and in conjunction with the Deputy Administrators, formally appraises the performance quarterly through check-ins, and informally as needed. The Deputy Administrators (PEM/F, position 0002.001 and 0003.066) review and consult as needed on personnel management issues and to ensure that the manger receives support and assistance in removing obstacles that may hinder the performance of the unit, and has the resources necessary to help the unit accomplish its work.

SECTION 9. SUPERVISORY DUTIES TO BE COMPLETED ONLY FOR POSITIONS IN MANAGEMENT SERVICE

- a. How many employees are directly supervised by this position? 16 Through Subordinate Supervisors? 0
- b. Which of the following supervisory/management activities does this job perform?

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Plans Work | <input checked="" type="checkbox"/> Responds to Grievances | <input checked="" type="checkbox"/> Hires/Fires (or Effectively Recommends) |
| <input checked="" type="checkbox"/> Assigns Work | <input checked="" type="checkbox"/> Disciplines/Rewards | <input checked="" type="checkbox"/> Prepares and Signs Performance Appraisals |
| <input checked="" type="checkbox"/> Approves Work | | |

SECTION 10. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to an understanding of this position:

Very strong preference will be given to persons whose job experience and references reflect high performance in the areas of outstanding customer service, personal initiative, and communication skills and in developing and maintaining harmonious work relationships.

This position works collaboratively in a team setting. Good team player skills are necessary, including the willingness to collaborate, share information, and contribute to the team's success as necessary. The position also requires excellent customer service skills for both internal and external customers, and the ability to demonstrate initiative and independent judgment on an on-going basis. Contribute to a positive, respectful and productive work environment.

The person is required to have knowledge of management practices, insurance institutions, laws and regulations and the examination process. The position requires excellent oral and written communication and inter-personal skills, ability to work alone, as a team member and to be a strong self-starter. The person is required to have a thorough working knowledge of administrative and civil procedures, and accounting procedures and practices. The person must be eligible to hold or obtain the CFE designation, although the designation is not required.

The CSR supervises professionals and support personnel and therefore, must have excellent leadership, communication and analytical skills, and the ability to effectively manage professional staff. Essential personal qualities include a high degree of objectivity when administering the law. Since the manager speaks for the administrator in matters related to the regulation of banks and securities, the person in this position must be adept at

speaking objectively and dispassionately with the media, other public officials, the general public, legislators and other regulatory officials.

Per ORS 731.228, no Division employee shall be a director, officer, or employee of or be financially interested in any person regulated by the insurance code, except as a policyholder or claimant under an insurance policy or by rights vested in commission, fees, or retirement benefits prior to being employed with the division.

As an employee, you must comply with the Oregon government ethics laws, ORS 244.010 – 244.280, and DCBS Policy EMP-01, Ethics and Conflict of Interest.

This position is eligible for remote work part- or full-time, once the incumbent has gained the proficiency to perform work independently. The incumbent may occasionally be asked to work from the office on an as-needed basis.

SPECIAL REQUIREMENTS: List any special mandatory recruiting requirements for this position:

This position is subject to a fingerprinted criminal background check. The person must possess a BA or BS degree or satisfactory equivalent and experience in examination, auditing, accounting or actuarial work that included knowledge of insurance accounting and laws, and three years as an insurance operations examiner.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate in what area, how much (biennially) and type of funds:

Coordinates budget execution with the DFR Deputy Administer to ensure that the biennial budget limitation is not exceeded and assure expenditures are made in accordance with department policy and procedures. This position approves expense claims and individual training requests, travel expenses and out of state travel exceptions, for ultimate approval by the Administrator or Deputy Administrator.

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. See instructions for detail to be included on the chart.

_____ Employee Signature	_____ Date	_____ Supervisor Signature	_____ Date
_____ Appointing Authority Signature	_____ Date		