

I. DESCRIPTION OF WORK

Positions in this banded class serve as supervisors or managers responsible for planning, reviewing and evaluating the work of a staff of Insurance Company Examiners with the responsibility for monitoring and regulating the operations and financial condition of all proposed and authorized insurers, entities that self-insure for workers compensation, certain third party administrators, managing general agents, accredited and authorized reinsurers, reinsurance intermediaries, surplus lines carriers, risk retention groups, risk purchasing groups, professional employer organizations, continuing care retirement communities and other regulated entities, for compliance with the solvency laws of this state. Employees may, in the case of receivership, supervise the employees of an insurance entity or the Regulatory Actions Division Group Master Trust. Work supervised involves analyzing and/or examining financial statements, mergers and acquisitions, independent auditor reports, actuarial reports, business plans and risks, operations and/or systems, to monitor solvency, determine compliance with State law and recommend appropriate action. Work may involve supervising troubled, potentially troubled or dissolving insurance entities, including companies operating under a court ordered receivership. Work is extremely detailed, voluminous, and complex and requires a high degree of judgment based on financial and insurance expertise. Work requires extensive knowledge and application of the theories and practices of Generally Accepted Accounting Principles (GAAP), Statements of Statutory Accounting Principles (SSAP), Statements on Auditing Standards (SAS), and related information technology. The work is guided by State laws and regulations, North Carolina Department of Insurance policies and procedures, the National Association of Insurance Commissioners (NAIC), and other similar professional guidelines. Positions in this class determine whether recommendations for correction plans and/or other penalties designed to improve a company's financial status are sound, viable and appropriate, and communicate such corrective plans and/or penalties to authorized insurers and other regulated entity officials in an effective and professional manner. Positions in this class advise and consult with Department senior management when a company needs to be placed under formal supervision or receivership. If an insurance entity is placed in receivership, positions in this class take over complete management and operational control of the insurance entity, supplanting, and in the case of liquidation, replacing senior management. In such instances, positions in this class are responsible for significant estate assets. Human resources responsibilities include: ensuring compliance with human resources policies and procedures, identifying work competencies and performance measures, and duties related to recruitment and selection, counseling, discipline, and ensuring the performance management for a diverse workforce. Positions are responsible for allocating available staff, assets and resources in order to meet work goals. Positions in this class must deal tactfully with controversial issues/problems and maintain a successful working relationship with clients, other employees, administrators, and the public. Positions regularly monitor the quality and quantity of service delivery efforts including advocating for employees and support staff where resources may be limited or constrained. Positions engage employees in career development methods and principles and solicit and respond to employee feedback concerning all aspects of their work experience. Positions are responsible for self-development by demonstrating a commitment to continuous learning, self-awareness and performance through feedback.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level typically perform supervisory functions for a defined unit with a unique area of assignment or for the operations of a fairly complex regulated entity. Positions exercise a high level of independent decision-making. Positions may perform training functions for their individual area of assignment, review work of assigned staff for thoroughness and adherence to established Department policies and procedures and State laws and regulations, assist with interviewing and selecting staff, interpret and provide input into Standard Operating policies and procedures, and resolve minor discipline and other employee relations issues.</p>	<p>Positions at this level typically perform supervisory functions for a larger organizational unit with the possibility of multiple areas of assignment or for the operations of a highly complex regulated entity. Positions exercise a high level of independent decision-making. Positions perform training functions for their individual area of assignment, review work of assigned staff for thoroughness and adherence to established Department policies and procedures and State laws and regulations, assist with interviewing and selecting staff, interpret and provide input into the Governing Body and Unit Standard Operating policies and procedures, and resolve minor discipline and other employee relations issues</p>	<p>Positions at this level typically perform managerial functions over multiple organizational units or an entire organization. Positions exercise a high level of independent decision-making. Positions may be responsible for cross training and assignment of staff across heterogeneous service areas in order to effectively respond to work needs.</p>

III. COMPETENCIES

Competency	Definition
Knowledge – Professional	Thorough knowledge of financial statements, financial ratios, the impact of journal entries on financial statement components, and the ability to apply knowledge effectively with applicable information technology software and systems. Professional knowledge and skill in generally accepted auditing standards (GAAS) and testing methods, generally accepted and statutory accounting principles (GAAP & SSAP), financial accounting concepts and theories, financial analysis procedures. Ability to expand personal knowledge base through additional training and/or professional designations. (i.e. Certified Public Accountant, Certified Financial Examiner, Accredited Financial Examiner, etc.).
Knowledge - Industry	Professional knowledge and skill in the concepts related to insurance companies and other regulated entities. Thorough understanding of business risks, operations, financial transactions and financial regulatory functions for consumer protection including regulation of company admissions, capital standards, reserve requirements, investment restrictions, solvency monitoring, intervention and guaranty funds. Thorough understanding of NAIC guidelines and state laws and regulations. Ability to assist in the development, implementation and modification of State laws and regulations to ensure that the NC Department of Insurance maintains accreditation with the National Association of Insurance Commissioners (NAIC) Accreditation Program.
Examination & Analysis	Ability to examine and analyze insurance operations, financial transactions, market conditions and information systems. Ability to collect data and information to assess financial statement risk, accuracy, completeness, and integrity. Ability to perform effective verification and analytical procedures on data collected within prescribed timeframes. Ability to determine compliance with applicable standards, principles, laws, and regulations. Ability to interpret, evaluate and summarize results effectively. Ability to prepare clear and concise documentation of work performed, reports and/or presentations. Ability to recommend corrective action when necessary based on acquired knowledge and observation of best practices while maintaining confidentiality.
Program Supervision & Administration	Ability to establish expectations and clear direction to meet goals and objectives. Ability to motivate and engage employees through effective communication. Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties. Ability to plan for and support employees in career development opportunities. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.

III. COMPETENCIES, cont.

Competency	Definition
Critical Thinking	Ability to utilize questioning, analysis, synthesis, interpretation, inference, inductive and deductive reasoning, intuition, application and creativity. Ability to assess and interpret work. Ability to develop, evaluates, implement and modify work. Ability to make accurate decisions.
Change Management	Ability to plan and implement change initiatives. Ability to support innovation and creativity by encouraging staff to accept and resolve challenges. Ability to remain flexible to meet constantly changing and sometimes opposing demands.
Communication	Ability to present information effectively in a manner suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Professional

Thorough knowledge of financial statements, financial ratios, the impact of journal entries on financial statement components, and the ability to apply knowledge effectively with applicable information technology software and systems. Professional knowledge and skill in generally accepted auditing standards (GAAS) and testing methods, generally accepted and statutory accounting principles (GAAP & SSAP), financial accounting concepts and theories, financial analysis procedures. Ability to expand personal knowledge base through additional training and/or professional designations. (i.e. Certified Public Accountant, Certified Financial Examiner, Accredited Financial Examiner, etc.).

Contributing	Journey	Advanced
<p>Knowledge and interpretation of financial statements, financial ratios, and the impact of journal entries on financial statement components. Ability to independently identify areas of concerns relative to financial statement results while providing direction and guidance to others. Knowledge to effectively utilize applicable information technology software and systems with knowledge application.</p> <p>General knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and may assist or conduct investigations and participate in disciplinary actions. Working knowledge of state government’s Human Resources policies and procedures.</p>	<p>Considerable knowledge and interpretation of financial statements, financial ratios, and the impact of journal entries on financial statement components. Ability to independently identify areas of concerns relative to financial statement results while providing direction and guidance to others. Knowledge to effectively utilize applicable information technology software and systems with knowledge application.</p> <p>Considerable knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and may assist or conduct investigations and participate in disciplinary actions. Working knowledge of state government’s Human Resources policies and procedures.</p> <p>General knowledge of strategic planning methodologies and practices.</p>	<p>Extensive knowledge and interpretation of financial statements, financial ratios, and the impact of journal entries on financial statement components. Ability to independently identify areas of concerns relative to financial statement results while providing direction and guidance to others. Knowledge to effectively utilize applicable information technology software and systems with knowledge application.</p> <p>Extensive knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and to conduct investigations and participate in disciplinary actions. Ability to mentor new supervisors. Full knowledge of state government’s Human Resources policies and procedures.</p> <p>Considerable knowledge of strategic planning methodologies and practices.</p>

Knowledge – Industry

Professional knowledge and skill in the concepts related to insurance companies and other regulated entities. Thorough understanding of business risks, operations, financial transactions and financial regulatory functions for consumer protection including regulation of company admissions, capital standards, reserve requirements, investment restrictions, solvency monitoring, intervention and guaranty funds. Thorough understanding of NAIC guidelines and state laws and regulations. Ability to assist in the development, implementation and modification of State laws and regulations to ensure that the NC Department of Insurance maintains accreditation with the National Association of Insurance Commissioners (NAIC) Accreditation Program.

Contributing	Journey	Advanced
<p>General knowledge of insurance concepts, complex functions performed by insurers, insurance lines/ products and insurer organization forms which include stock, mutual and reciprocal insurers, Lloyd's associations, health expense associations, risk retention and purchasing groups and captives. Thorough understanding of business risks and operations.</p> <p>General understanding of financial transactions, information systems, and the role of management's financial planning, control and supervision of insurance companies and other regulated entities. Ability to provide guidance and direction in the application of knowledge and performance of related tasks.</p> <p>General understanding of market and financial regulatory functions for consumer protection including regulation of company admissions, capital standards, reserve requirements, investment restrictions, financial requirements, solvency monitoring, intervention and guaranty funds. Applies knowledge independently and provides direction and guidance to others. Demonstrates a thorough understanding of NAIC guidelines and state laws and regulations.</p>	<p>Considerable knowledge of insurance concepts, complex functions performed by insurers, insurance lines/ products and insurer organization forms which include stock, mutual and reciprocal insurers, Lloyd's associations, health expense associations, risk retention and purchasing groups and captives. Thorough understanding of business risks and operations.</p> <p>Considerable understanding of financial transactions, information systems, and the role of management's financial planning, control and supervision of insurance companies and other regulated entities. Ability to provide guidance and direction in the application of knowledge and performance of related tasks.</p> <p>Considerable understanding of market and financial regulatory functions for consumer protection including regulation of company admissions, capital standards, reserve requirements, investment restrictions, financial requirements, solvency monitoring, intervention and guaranty funds. Applies knowledge independently and provides direction and guidance to others. Demonstrates a thorough understanding of NAIC guidelines and state laws and regulations.</p>	<p>Extensive knowledge of insurance concepts, complex functions performed by insurers, insurance lines/ products and insurer organization forms which include stock, mutual and reciprocal insurers, Lloyd's associations, health expense associations, risk retention and purchasing groups and captives. Thorough understanding of business risks and operations.</p> <p>Extensive understanding of financial transactions, information systems, and the role of management's financial planning, control and supervision of insurance companies and other regulated entities. Ability to provide guidance and direction in the application of knowledge and performance of related tasks.</p> <p>Extensive understanding of market and financial regulatory functions for consumer protection including regulation of company admissions, capital standards, reserve requirements, investment restrictions, financial requirements, solvency monitoring, intervention and guaranty funds. Applies knowledge independently and provides direction and guidance to others. Demonstrates a thorough understanding of NAIC guidelines and state laws and regulations.</p>

Knowledge – Industry, cont.

Contributing	Journey	Advanced
<p>May require the ability to assist in the development, implementation and modification of State laws and regulations to ensure that the NC Department of Insurance maintains accreditation with the National Association of Insurance Commissioners (NAIC) Accreditation Program.</p>	<p>Ability to assist in the development, implementation and modification of State laws and regulations to ensure that the NC Department of Insurance maintains accreditation with the National Association of Insurance Commissioners (NAIC) Accreditation Program.</p>	<p>Ability to make recommendations to senior management regarding the development, implementation and modification of State laws and regulations to ensure that the NC Department of Insurance maintains accreditation with the National Association of Insurance Commissioners (NAIC) Accreditation Program.</p>

Examination and Analysis

Ability to examine and analyze insurance operations, financial transactions, market conditions and information systems. Ability to collect data and information to assess financial statement risk, accuracy, completeness, and integrity. Ability to perform effective verification and analytical procedures on data collected within prescribed timeframes. Ability to determine compliance with applicable standards, principles, laws, and regulations. Ability to interpret, evaluate and summarize results effectively. Ability to prepare clear and concise documentation of work performed, reports and/or presentations. Ability to recommend corrective action when necessary based on acquired knowledge and observation of best practices while maintaining confidentiality.

Contributing	Journey	Advanced
<p>Generally advanced knowledge of financial statement risk, analytical procedures and internal controls. Ability to evaluate basis for risk assessments, interpret results of analytical procedures, identify critical issues and/or areas of concern, and develop an overall approach for the examination and analysis of financial data and information.</p> <p>Ability to evaluate and review detailed verification and analysis procedures, draw conclusions, and coordinate with other divisions and individuals when necessary in order to determine an appropriate course of action. Ability to identify, document and provide ongoing support on critical issues noted during analysis and verification procedures and may assess and recommend the need for additional expertise to meet analysis/examination objective. Ability to independently interpret and apply generally advanced knowledge of state laws, regulations and established guidelines for solvency monitoring procedures. Ability to monitor work to ensure completion occurs within prescribed timeframes.</p>	<p>Considerably advanced knowledge of financial statement risk, analytical procedures and internal controls. Ability to evaluate basis for risk assessments, interpret results of analytical procedures, identify critical issues and/or areas of concern, and develop an overall approach for the examination and analysis of financial data and information.</p> <p>Ability to evaluate and review detailed verification and analysis procedures, draw conclusions, and coordinate with other divisions and individuals when necessary in order to determine an appropriate course of action. Ability to identify, document, and provide ongoing support on critical issues noted during analysis and verification procedures and may assess and provide considerable input into the final determination as to whether there is a need for additional expertise to meet analysis/examination objective. Ability to independently interpret and apply considerably advanced knowledge of state laws, regulations and established guidelines for solvency monitoring procedures. Ability to monitor work to ensure completion occurs within prescribed timeframes.</p>	<p>Extensively advanced knowledge of financial statement risk, analytical procedures and internal controls. Ability to evaluate basis for risk assessments, interpret results of analytical procedures, identify critical issues and/or areas of concern, and develop an overall approach for the examination and analysis of financial data and information.</p> <p>Ability to evaluate and review detailed verification and analysis procedures, draw conclusions, and coordinate with other divisions and individuals when necessary in order to determine an appropriate course of action. Ability to identify, document and provide ongoing support on critical issues noted during analysis and verification procedures and may assess and determine the need for additional expertise to meet analysis/examination objective. Ability to independently interpret and apply extensively advanced knowledge of state laws, regulations and established guidelines for solvency monitoring procedures. Ability to monitor work to ensure completion occurs within prescribed timeframes.</p>

Program Supervision and Administration

Ability to establish expectations and clear direction to meet goals and objectives. Ability to motivate and engage employees through effective communication. Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties. Ability to plan for and support employees in career development opportunities. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others, and to develop individuals' competencies.

Contributing	Journey	Advanced
<p>Ability to assess employee competencies and conducts/participates in performance management reviews. Ability to coach and mentor staff.</p> <p>Ability to plan and assign work tasks. Ability to motivate employees and develop team commitment towards meeting the operational goals and objectives.</p> <p>Ability to identify and address quality of work and performance improvement issues for the unit.</p> <p>Ability to review work and written reports to ensure compliance with standards and requirements. Ability to guide staff in providing appropriate documentation to support conclusions. Ability to conduct and prepare work and written reports.</p>	<p>Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the work unit.</p> <p>Ability to manage resources effectively to provide for employee training and growth, to meet the operational goals and objectives.</p> <p>Ability to address quality monitoring and performance improvement issues for the program or area of responsibility.</p> <p>Ability to review and approve work findings and written reports. Ability to ensure that applicable rules and regulations are interpreted correctly.</p>	<p>Ability to mentor, coach and manage the total competencies of staff in multiple organizational units or region. Skill in seeking sources and opportunities for employee training and growth.</p> <p>Ability to direct the management of program and staff resources. Ability to involve employees in strategic planning and implementation and in the development of policies and procedures.</p> <p>Ability to identify and address quality monitoring and performance improvement issues for multiple units or a region.</p> <p>Ability to review and approve documents and reports regarding complex, unique or precedent setting issues. Ability to effectively articulate written conclusions. Ability to ensure that applicable rules and regulations are interpreted correctly, internal and external to the organization.</p>

Critical Thinking

Ability to utilize questioning, analysis, synthesis, interpretation, inference, inductive and deductive reasoning, intuition, application and creativity. Ability to assess and interpret work. Ability to develop, evaluates, implement and modify work. Ability to make accurate decisions.

Contributing	Journey	Advanced
<p>Ability to make determinations based on facts. Ability to identify problems, report potential problems, and assess options.</p> <p>Ability to interpret delivery of service and compliance with local, state, and federal regulations and standards.</p> <p>Ability to identify risk impact on program policy and procedure issues.</p>	<p>Ability to analyze moderately complex situations. Ability to recommend solutions and options and alert leadership to impact on program.</p> <p>Ability to recommend responses to moderately complex situations based on interpretation of local, state, and federal regulations and standards.</p> <p>Ability to recommend modifications to program policy and procedures to minimize risk.</p>	<p>Ability to manage complex work situations. Ability to anticipate and remain alert to potentially problematic situations. Ability to resolve unusual problems.</p> <p>Ability to implement responses to situations based on interpretation of local, state, and federal regulations and standards.</p> <p>Ability to ensure implementation of program policy and procedure changes.</p>

Change Management

Ability to plan and implement change initiatives. Ability to support innovation and creativity by encouraging staff to accept and resolve challenges. Ability to remain flexible to meet constantly changing and sometimes opposing demands.

Contributing	Journey	Advanced
<p>General knowledge of change management strategies and principles.</p> <p>Ability to communicate and implements new policies and procedures.</p>	<p>Ability to lead a transition from old to new programs at the unit level.</p> <p>Ability to participate in the development and implementation of goals and objectives.</p>	<p>Ability to lead the development and implementation of vision and mission statements.</p> <p>Ability to lead and direct the development and implementation of goals and objectives.</p>

Communication

Ability to present information effectively in a manner suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to communicate with individual work units or entire organization on fiscal program elements. Ability to update existing communications. Ability to disseminate information on changes in policies, procedures, and protocols.</p> <p>Ability to prepare, organize, and review written reports according to documentation standards and requirements. Ability to guide staff in providing appropriate documentation to support conclusions.</p> <p>Basic understanding of working relationships with fiscal co-workers and others in order to achieve work goals.</p> <p>Ability to deal tactfully with varied issues/problems and maintain successful working relationships with insurance company and other regulated entity representatives, consultants, NAIC staff, other government regulators, insurance department staff, independent auditors, and the general public.</p>	<p>Ability to communicate moderately complex fiscal/programmatic information outside of the organization. Ability to interpret fiscal rules and regulations internal to the organization.</p> <p>Ability to review and approve written reports, often of moderate complexity. Ability to ensure that fiscal rules and regulations are interpreted correctly.</p> <p>Ability to develop contacts and relationships with interested parties in achieving division/organizational goals.</p> <p>Ability to deal tactfully with controversial issues/problems and maintain successful working relationships with insurance company and other regulated entity representatives, consultants, NAIC staff, other government regulators, insurance department staff, independent auditors, and the general public.</p>	<p>Ability to communicate major and/or complex situations and actions, internal and external to the organization. Ability to interpret rules and regulations internal and external to the organization. Ability to serve as a technical resource in developing response to the media.</p> <p>Ability to document and report more complex or unique issues. Ability to effectively articulate written conclusions. Ability to ensure that fiscal rules and regulations are interpreted correctly, internal and external to the organization.</p> <p>Ability to develop and maintain professional working relationships in complex and/or difficult situations in order to achieve organizational goals.</p> <p>Ability to deal tactfully with controversial and/or precedent setting issues/problems and maintain successful working relationships with insurance company and other regulated entity representatives, consultants, NAIC staff, other government regulators, insurance department staff, independent auditors, and the general public.</p>

V. MINIMUM TRAINING & EXPERIENCE

Bachelor's degree from an accredited college or university, with the appropriate courses in accounting as defined in 21 NCAC 8A.0309 and other courses required to qualify as a candidate for the uniform certified public accountant examination, based on the examination requirements in effect at the time of graduation and four years of experience in auditing insurance company operations or closely related accounting or auditing work; or two years as a senior accountant with a CPA firm; or two years of experience as a corporate controller, manager of internal audit or similar role preceded by experience as a staff accountant for a CPA firm; or one year as an audit manager for a CPA firm; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.