

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INSURANCE SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional supervisory positions which administer programs within the Office of the Commissioner of Insurance, Division of Regulation and Enforcement. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are professional supervisory positions which administer programs within the Office of the Commissioner of Insurance, Division of Regulation and Enforcement. These positions are responsible for program planning, policy/procedure input and development, budget development, and supervision of staff within their respective program area. Positions allocated to this classification recommends the hiring, transfer, suspension, layoff, recall, promotion, discharge, assignment, evaluation, discipline and adjustment of grievances of subordinate staff.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor as defined in Wis. Stats. 111.81(19) as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are not located within the Office of the Commissioner of Insurance.
3. Positions which perform duties for a majority of the time which are more appropriately classified as Insurance Examiner Supervisors.

4. Positions which perform duties for a majority of the time which are more appropriately classified as Insurance Program Supervisors.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees typically enter this classification by competitive examination.

II. DEFINITIONS

INSURANCE SUPERVISOR

Positions allocated to this level will provide professional expertise in an insurance program area and function as director of an administrative services section, within the Division of Regulation and Enforcement. These positions report to a Bureau Director.

Representative Position:

Director of the Consumer Complaints and Administrative Services Section: This position provides professional expertise in identifying, investigating, and resolving 10,000 written complaints and 46,000 inquiries against insurers and agents; determines which inquiries are complaints and making judgements that result in the investigation and resolution of complaints, including recommendations for enforcement action that may lead to forfeitures, license suspension or revocation of regulated insurers and agents; supervises staff in the complaints, policy forms and rate filing systems; and acts as lead contact for systems problems and resolution.

III. QUALIFICATIONS

The qualifications required for this position will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective April 9, 2000, as a result of the Broadbanding Study and announced in Bulletin CLR/SC-110 to describe the professional supervisory position which administer programs within the Office of the Commissioner of Insurance. This position was formerly classified as Insurance Program Supervisor 1. Prior to that the position was formerly classified as Administrative Officer 1-Supervisor.