

State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. AUDITORED86N

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency DEPT OF INS AND FIN SERVICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description AUDITOR-E	10. Division Office of Insurance Licensing, Investigations, and Audits
5. Working Title (What the agency calls the position) Auditor	11. Section Agency Audit Section
6. Name and Position Code Description of Direct Supervisor ZHU, HOLLY; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor RIDDERING, MICHELE E; SENIOR POLICY EXECUTIVE	13. Work Location (City and Address)/Hours of Work 530 W. Allegan, Lansing, MI 48933 / 8:00 a.m. - 5:00 p.m., Monday through Friday

14. General Summary of Function/Purpose of Position

This position conducts targeted audits of licensed resident insurance agencies/business entities. Monitors and analyzes business practices of agencies. Identify potential or existing areas of concern, determine the causes of identified deficiencies, and assist in resolving any identified issues. Prepare audit reports containing data on records audited, conclusions reached, exceptions taken and proposed action. Compile referrals to Office of General Counsel with recommended enforcement actions.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty. List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 50

Perform limited-scope reviews of selected insurance agencies/business entities; which include assessing risk, evaluating compliance, reviewing documentation, testing transactions, and communicating findings.

Individual tasks related to the duty: Contact agencies selected to receive limited-scope reviews.

- Review agencies' responses to initial questionnaires to obtain an understanding of their business operations and to identify areas of concern.
- Conduct an onsite visit to review selected sample transactions.
- Prepare working papers as requested in the review procedure.
- Make an assessment of the overall risk affecting the agencies' compliance with the statutory requirements.
- Communicate to the agencies the final results of the reviews.

Duty 2

General Summary:

Percentage: 30

Perform audits of selected insurance agencies/business entities.

Individual tasks related to the duty:

- Contact agencies targeted to receive audits.
- Coordinate schedule of audit activities.
- Conduct audits of agencies/business entities. The examination will include the following areas: financial condition, billings and customer accounts, producer licensing records, complaint records, sales and advertising.
- Examine other areas as necessary.
- Acquire a working knowledge of agency's business practice, including accounting methods.
- Perform research on laws and policies to identify areas of concern and determine causes of deficiencies.
- Prepare audit working papers in sufficient detail to provide a clear understanding of the work performed, the audit evidence obtained and its source, and the conclusion reached.
- Write clear, concise, and balanced audit reports that require minimal re-drafting.
- Proactively interact with agency contact/management to gather information, resolve problems, and make recommendations for business and process improvements.
- Correspond with outside parties to obtain relevant evidence if deemed necessary. May involve obtaining a subpoena for records.
- Interact with General Counsel to prepare necessary documentation for possible administrative action.
- Provide assistance during onsite visits and sample reviews for audits not assigned as in-charge.

Duty 3

General Summary:

Percentage: 10

Conduct necessary follow-up of agency/business entity audits.

Individual tasks related to the duty:

- Evaluate results of agency/business entity audits.
- Using laws and policies, identify areas of concern and determine causes of deficiencies.
- Assist in developing a plan to resolve identified concerns, including possible market conduct action or referral to the enforcement staff.

Duty 4**General Summary:****Percentage: 10**

Job related training, conferences, and special projects.

Individual tasks related to the duty:

- Attend professional training programs, seminars, conferences, or other sessions to maintain and improve insurance knowledge and professional skills in the areas of accounting, auditing, investigation, and other.
- Perform review of surplus lines tax filings received from surplus lines licensees.
- Perform special projects or duties as assigned.
- Other duties as assigned.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Selection of audit sample. Preliminary determination of which agencies/business entities to audit. Determination of documentation required to complete audit. Detection of problems and causes. Recommendation of resolution. Interpretation of laws, policies, and procedures.

17. Describe the types of decisions that require the supervisor's review.

Approval of selection of agencies/business entities to be audited. Decisions on whether to proceed with recommendation of problem resolution. Matters related to DIFS policy determination.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position are physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Position requires some in-state travel by automobile and very limited out-of-state travel usually by air. Additional position duties and tasks are performed in a traditional office environment which includes considerable sitting, occasional standing, limited lifting, computer usage, and normal office routines.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

Examining and evaluating the business practices of insurance agencies/business entities, determining existence of difficulties, ascertaining the cause of these problems, and making recommendations to the audit manager of action to resolve any problems

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Updating PD to reflect changes in percentage allocations and to accurately capture updates to the duties. The change was intended to reflect the evolution of the review process. While the activity still includes assessing risk, the review also involves evaluating compliance, reviewing documentation, testing transactions, and communicating findings. As such, the activity is broader than a traditional risk assessment and is more accurately described as a limited-scope review. Additionally, limited scope reviews now comprise a larger portion of the position's workload and serve as a distinct regulatory function separate from full audits.

25. What is the function of the work area and how does this position fit into that function?

The Office of Insurance Licensing, Investigations, and Audits is responsible for overseeing the licensing of insurance agents/agencies, solicitors, counselors, adjusters and the registration/certification of Third-Party Administrators, Foreign Risk Retention Groups, Purchasing Groups, and Premium Finance Companies. Additionally, the office is responsible for licensee self-reports, data ALERTS, oversee surplus lines tax reporting, and company examinations relating to process and agency audits. This position serves as an auditor within the Agency Audit Section monitoring the activity of licensed insurance agencies and premium finance companies.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree with at least 24 semester (36 term) credits in accounting.

EXPERIENCE:

Auditor 9

No specific type or amount is required.

Auditor 10

One year of professional experience auditing accounting, financial, and operations records equivalent to an Auditor 9.

Auditor P11

Two years of professional experience auditing accounting, financial, and operations records equivalent to an Auditor, including one year equivalent to an Auditor 10.

Alternate Education and Experience

Auditor 9 - 12

Possession of a bachelor's degree with at least 24 semester (36 term) credits in one or a combination of the following: finance, economics, information systems, business analytics, data analytics, statistics, quantitative methods, data science, or management may be substituted for the education for agency positions responsible for internal auditing or Office of Auditor General positions responsible for auditing.

Possession of a Certified Internal Auditor certification or a Certified Information System Auditor certification may be substituted for one year of experience at the P11 level for positions responsible for internal auditing.

Possession of a Certified Management Accountant certification (CMA) may be substituted for six months of experience at the P11 level.

Possession of a Certified Public Accountant certification (CPA) may be substituted for one year of Auditor experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of statutory accounting and auditing principles and practices.
- Knowledge of government auditing standards.
- Previous insurance accounting experience is a plus, and required for higher classifications.
- Excellent verbal and written communication skills.
- Ability to interpret laws, bulletins and regulations.
- Excellent analytical skills.
- Knowledge and experience in detecting fraud is desired for higher level classifications.

CERTIFICATES, LICENSES, REGISTRATIONS:

None.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

ERMELINDA GARZA

6/16/2026

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date