

**State of Michigan
Civil Service Commission**

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

Position Code

1. DPTLTCH

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 INSURANCE AND FINANCIAL SERVICES
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of Insurance Licensing, Investigations, and Audits
4. Civil Service Position Code Description Departmental Technician-E	10. Division Insurance Licensing
5. Working Title (What the agency calls the position) Departmental Technician	11. Section
6. Name and Position Code Description of Direct Supervisor BOYNTON, ADRYNE; DEPARTMENT MANAGER-3 14	12. Unit
7. Name and Position Code Description of Second Level Supervisor HUISKEN, JILL; STATE ADMINISTRATIVE MANAGER	13. Work Location (City and Address)/Hours of Work Lansing, Ingham / 8:00 a.m.-5:00 p.m.

14. General Summary of Function/Purpose of Position

This position serves as the technician for insurance licensing Alert processing and for assisting the senior analyst with the processing of suspensions and terminations. This position is responsible for pulling reports and obtaining information from the DIFS internal database and the National Association of Insurance Commissioner's (NAIC) I-SITE database. Obtains reports of licensee regulatory actions and address changes, determines licensee compliance with Michigan's statutory requirements, contacts licensees conveying requirements for statutory compliance and secures additional information and documentation to establish statutory compliance. Works with the senior analyst in charge of processing the license suspensions and terminations.

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: 80**

Process, track and prepare reports regarding the program for Alerts.

Individual tasks related to the duty:

- Receives reports from the NAIC regarding nonresidents' license status in their home state and regulatory actions taken against Michigan licensees by other states.
- Reviews and evaluates report data; interprets data in relation to Michigan law and rules.
- Compares reported information with licensees' Michigan records and determines compliance with Michigan laws and rules.
- Compiles and reviews Alert data and prepares reports activity.
- Proposes revisions in policies and procedures to improve the quality and efficiency of the overall Alerts process in addition to conformance with changes to Michigan laws and rules.
- Prepares correspondence with licenses to communicate license deficiencies, information needed, and consequences for noncompliance.
- Addresses electronic mail and telephone inquiries from licensees; assists licensees by providing guidance to help facilitate understanding of statutory requirements and information necessary to secure compliance.
- Issues notices of inactivation to licensees who do not respond and/or do not comply with Michigan laws and rules required to maintain licensure.
- When appropriate, reactivates licensees who have demonstrated compliance.

Duty 2**General Summary:****Percentage: 20**

Processes license suspensions and terminations, draft procedures, and other duties as assigned.

Individual tasks related to the duty:

- Process license suspensions and terminations.
- Draft and update procedures for assigned work processes.
- Draft and update correspondence.
- Conducts special assignments.
- Responds to inquiries from licensees and the general public regarding licensing laws, rules and procedures.
- 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.

Determining what information can be shared with interested parties, including industry representatives, attorneys and advisory groups. Determining sensitivity level of subject matter and taking proper action. Determining if a contact or an emerging issue requires management's immediate involvement.

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

Issues regarding policy change or with significant economic, political and/or policy impact.

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

Position duties and tasks are performed in a traditional office environment which includes considerable sitting, occasional standing, limited lifting, considerable microcomputer 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):**

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | 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?

Process Alert notifications of nonresident licensee changes or regulatory actions that may impact the licensee's ability to remain licensed in Michigan. Corresponding with licensees to address issues of statutory compliance, and assist them to come into compliance with state laws and regulations. Process license suspensions and terminations.

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

Minor changes. No PARIS update needed.

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

The Insurance Licensing Section 30,000 to 35,000 license applications annually, and maintains license records for more than 235,000 licensees. The section is responsible for reviewing license applications, processing license renewals, maintaining license records, approving and maintain continuing education records, processing licensee appointments, affiliations, address changes, Alerts and other record changes. This position is responsible to investigate reports of nonresident licensee address changes, regulatory actions and other matters that indicate the licensee is not in compliance with MI statute and to assist the licensee to come into compliance with applicable statute or inactivate licenses when deemed appropriate, ensuring that all processes are properly recorded and documented; and to process license suspensions and terminations.

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

Possession of a high school diploma or a GED certificate.

EXPERIENCE:

Departmental Technician 7 - One year of experience performing 7-level office support activities.

Departmental Technician 8 – One year of experience as a Departmental Technician 7 or one year experience performing 8-level administrative support activities.

Departmental Technician 9 – Two years of experience as a Departmental Technician 7 or one year of experience as a Departmental Technician 8 or one year of experience performing 9-level administrative support activities or one year of experience as a supervisor of administrative support activities.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent verbal and written communication skills
- Considerable knowledge of microcomputer operations
- Working knowledge of Microsoft Access preferred
- Ability to effectively manage time and organize job duties
- Ability to interpret and implement laws, bulletins and regulations

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.

None

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

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