

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INSURANCE PROGRAM MANAGER

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions located at the Office of the Commissioner of Insurance which administers insurance-related programs. 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 classification 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; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses professional positions located at the Office of the Commissioner of Insurance which administer insurance-related programs. Positions allocated to this classification must meet the statutory definitions of management and/or supervisor, as defined in s. 111.81(13) and (19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definitions of management and/or supervisor, as defined in s. 111.81(13) and (19), as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are not located at the Office of the Commissioner of Insurance.
3. Positions which function as insurance program section chiefs for a majority of the time and are more appropriately classified as Insurance Examiner Chief or Insurance Financial Examiner Chief.

4. Positions which administer programs for the Office of the Commissioner of Insurance, Division of Regulation and Enforcement, for a majority of the time and are more appropriately classified as Insurance Supervisor.
 5. All other positions which are more appropriately identified by other classification specifications.
- D. Entrance Into This Classification

Employees enter positions allocated to this classification by competitive examination.

II. DEFINITION

INSURANCE PROGRAM MANAGER

This is professional management and/or supervisory work related to the administration of insurance-related programs. Positions allocated to this classification are assigned programs which vary in the number, variety, and complexity of program(s) administered; the size and complexity of the budgets administered; the scope and impact of the programs administered; the level and complexity of the staff supervised; and the complexity of the program planning and policy and procedure development for the assigned programs. Positions spend the majority of the time formulating, determining, and implementing insurance program management policies and procedures; providing program administrative management, including budget development and monitoring; directing contractors within their respective program areas, such as medical malpractice, life insurance, property insurance, and agent licensing; ensuring compliance with state and federal laws, and administrative rules and policies; and planning and monitoring contracted services. Positions may supervise subordinate-level staff. Work is performed under general supervision.

Positions allocated to this classification function as: (1) the Director of the Agent Licensing Section, (2) the Director of the State Life Insurance Fund, (3) the Director of the Injured Patients and Families Compensation Fund, or (4) the Director of the Local Government Property Insurance Fund.

Director of the Agent Licensing Section: This position within the Office of the Commissioner of Insurance serves as Chief of the Agent Licensing Section. This is a job involving a variety of complex functions and responsibilities directing the administration of all licensing activities for resident and non-resident agents, managing general agents, re-insurance intermediary brokers and managers and viatical settlement brokers, including the collection of all licensing and appointment fees; oversees the Office of the Commissioner of Insurance's participation in the development of a national producer database, national efforts to coordinate continuing education, and national efforts to provide for uniform licensing across states; develops and administers policies, procedures, and rules for the Office's pre-licensing and continuing education programs; develops programs and policies for the Office regarding licensure to ensure minimal standards for applicants and protection of Wisconsin consumers; provides technical expertise in insurance marketing regulation to companies, state agencies, the legislature, office staff, and the general public; provision of technical expertise, and the day-to-day supervision of activities related to the administration of the section.

Director of the State Life Insurance Fund: Directs the State Life Insurance Fund, which provides life insurance coverage for State of Wisconsin residents; administers financial records for the Fund; develops, implements, monitors, and evaluates contracts for actuarial, reinsurance, and technology services; serves as liaison for the Fund; develops policy recommendation; administers claims; manages technology

development, procures services and purchasing; prepares budget; executes sound judgment in underwriting standards; serves as the technical expert on the Fund to state and national entities, vendors, and policy holders; provides advice on dividend rates; interprets policy language for policyholders; supervises staff; oversees and manages customer service; and ensures compliance with state and federal regulations.

Director of the Injured Patients and Families Compensation Fund (Fund): Administers and manages the operations of the Injured Patients and Families Compensation Fund. Develops and monitors the procedures, systems, manuals, and rules to implement the laws governing the Fund and the directives of the Fund Board of Governors; Oversees the financial records for the Fund, including the billing and fee collection responsibilities of the Fund for approximately 10,000 health-care providers and facilities; develops, negotiates and monitors contracts for actuarial, accounting, and legal services on behalf of the Commissioner of Insurance and the Board of Governors, and directs the work of these outside contractors; prepares policy papers on proposed legislative initiative relating to medical malpractice insurance; serves as the liaison for the Commissioner, the Board, and various committees of the Board on matters concerning both the Fund and the Wisconsin Health Care Liability Insurance Plan (WHCLIP); administers staff support to the Fund and WHCLIP Board; develops policy recommendations and needed statute and rule draft language; and administers and coordinates the claims-related activities of the Fund. Speaks to various groups regarding the Fund and medical malpractice insurance.

Director of the Local Government Property Insurance Fund: Directs the Local Government Property Insurance Fund, which is similar to a commercial property insurance company; administers and manages the Fund's accounting, technology development, purchasing, budget preparation, policy development, regulatory reporting, financial rate-making, underwriting, asset and investment management, excess of loss (reinsurance) and loss and loss adjustment services; develops, implements, monitors, and evaluates the Fund's contractual services, including those relating to the Fund's administration, actuarial, excess of loss brokerage, IT services including development, maintenance and support, legal services and valuation appraisal services; serves as the technical expert on the Fund to state entities, vendors, and policy holders; reviews and approves contractor and other payment vouchers; develops and designs policy language and forms review, and provides advice on rates and dividend plans; interprets policy language for the administrator and policy holders; develops policy recommendations and needed statute and rule draft language; and administers and coordinates the claims-related activities of the Fund.

III. QUALIFICATIONS

The qualifications required for these positions 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 March 12, 2000, as a result of the Middle Management, Professional Supervisory, and Nonrepresented Professional Broadbanding Study, and announced in Bulletin CLR/SC-109, in order to describe professional supervisory positions which administer insurance-related programs for the Office of the Commissioner of Insurance. These positions were formerly classified as Insurance Program Supervisors. The classification was retitled and the specification modified effective April 8, 2001, and announced in Bulletin CLR/SC-128, in order to add an allocation for non-supervisory, management positions. The classification was retitled; the pay range reassigned, and

the specification modified effective October 14, 2007, and announced in Bulletin OSER-0171-MRS/SC to reflect the broadened scope, complexity, discretion of the position in the class and the increased administration of insurance-related programs.

TTP/DLT/SKN
02520