Insurance Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
INSURANCE SPECIALIST I	2842	B14	$37,144 - $55,134
INSURANCE SPECIALIST II	2843	B16	$40,918 - $61,130
INSURANCE SPECIALIST III	2844	B18	$45,521 - $71,055
INSURANCE SPECIALIST IV	2845	B20	$51,158 - $81,351

GENERAL DESCRIPTION

Performs insurance inspection or investigation work.

EXAMPLES OF WORK PERFORMED

Determines whether claims are justified, approves or denies the payment of claims, and calculates amounts due on claims.

Consults with insurance agents and company representatives on classification and rate matters.

Audits forms and files, tax reports, reserve valuations, and workers' compensation policies and endorsements for completeness; and communicates areas of concern to companies.

Analyzes insurance policy advertisements, solicitations, and tables of values to determine statutory compliance.

Reviews corporate documents and annual statements, computes unearned premiums on policies, and calculates refunds and company premiums due.

Provides advice on licensing procedures, researching rules and regulations as needed.

Furnishes insurance rates, disseminates information on experience rate modifications, and computes unearned premiums on policies.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level IV may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between entry and journey levels include the degree of independence in performing the work and the complexity of the work and may include the years*

of related experience. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.

Insurance Specialist I: Performs entry-level insurance inspection or investigation work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard procedures.

Insurance Specialist II: Performs routine (journey-level) insurance inspection or investigation work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may also assist other staff in performing work of greater complexity. Employees may:

- Conduct investigations of possible violations of the Texas Insurance Code and agency regulations, and prepare reports of findings.
- Review and process insurance risk submittals, prepare files on new risks, and submit filings to a board and the *Texas Register*.
- Review and approve insurance forms.
- Examine and verify ratings and premium adjustments, review policy forms, and maintain experience rating files and records.
- Inspect and investigate agent and underwriter operations, and recommend disciplinary action as appropriate.
- Inspect work sites for insurance risks and assist in assigning classifications to risk.
- Develop rate and rating plans, and review and analyze policy forms.
- Prepare correspondence, advise others on insurance matters, and assist in resolving insurance complaints.
- Recommend the discontinuance or modification of contract supplier services.

Insurance Specialist III: Performs moderately complex (journey-level) insurance inspection or investigation work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist other staff in performing job duties of greater complexity. Employees may:

- Conduct investigations of reported unauthorized insurance operations.
- Conduct inspections of buildings, communicate with company representatives and insured parties, and make recommendations on automatic sprinkler and fire alarm systems.
- Inspect work sites for insurance risks and assist in assigning classifications to risk.
- Monitor company activities to ensure compliance with orders and regulations, and verify payroll and loss assignments.
- Serve receivership orders to organizations related to the seizure of company assets, as appropriate.

***Note**: A senior-level employee (level IV) may serve in lead or supervisory role. Senior-level employees may perform the full range of work identified within every level and/or may oversee or coordinate that work for others.*

Insurance Specialist IV: Performs highly complex (senior-level) insurance inspection or investigation work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate inspections of facilities to establish key rates, and communicate with agency representatives and insured parties on matters relating to key rates.
- Administer and regulate the calculation and distribution of average rates pertaining to blanket insurance coverage.
- Review building plans and specifications prior to the start of construction.
- Initiate company liquidation processes, recommend policies and procedures for the governance of receiverships, and assist in resolving problems related to liquidation.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of insurance principles and practices and the laws and statutes regarding insurance rates and rate modification, workers' compensation, licensing, taxation, and reserve analysis.

- Skill in the use of office equipment.

- Ability to comprehend tax forms and reports, to determine compliance with regulatory rules and statutes, to conduct inspections and investigations, to prepare concise reports, to inspect buildings and identify building hazard risks, to understand and apply mathematical formulas, to audit reports, and to communicate effectively.

Additional for Insurance Specialist IV level

- Ability to review and evaluate program activities, and to oversee and/or supervise the work of others.