

Class Concept:

This is advanced managerial and administrative work managing and directing a group of divisions/programs, including a statewide law enforcement operation, within the Department of Insurance (DOI).

Position is the highest-level law enforcement officer in the agency and reports to the Chief Deputy who reports to the Commissioner. Position supervises directors/managers responsible for the operations of a division/program within DOI, including sworn law enforcement officers.

Position manages staff with full law enforcement authority conducting criminal investigations, charged with enforcing the insurance related laws of the State of North Carolina. Staff supervised has full law enforcement authority with a focus on investigation of alleged or suspected criminal violations. Position is responsible for planning and organizing operations, resource allocation within an approved budget, and maintaining appropriate relations with local and other State law enforcement agencies.

Position may be required to work with counterparts from other State agencies on issues that affect both agencies. Position is responsible for determining that regulated entities are in compliance with applicable laws and regulations, resolving the most complex and/or controversial issues of greater scope, recommending new legislation or revisions to existing legislation, developing policies, programs and procedures to facilitate division operations, determining what, if any, regulatory action is needed and administering needed actions. Position negotiated with officials from agency affiliated companies, trade organizations, and other related entities to resolve a variety of issues.

Position directs groups responsible for the varied functions of DOI including the research, evaluation and resolution of the most complex and detailed issues pertaining to applicable laws and regulations and investigating and resolving complaints/concerns from consumers and regulated or associated entities. Position plans and directs the activities of assigned divisions, assists in establishing agency policies and procedures, and applies applicable laws and regulations.

Position is a member of the senior management staff for DOI, responsible for understanding the effect of relevant industry trends, impact of legislative changes, and other areas of concern associated with their group to management. Position is also responsible for identifying potential changes that may be needed to statutes and rules. Positions work closely with other senior level positions within their agency to ensure consistency in the application of agency rules and regulations.

Position reports to the Chief Deputy Commissioner and may speak on behalf of the agency. Work is reviewed through conferences, reports, and a general review of completed work assignments.

Recruitment Standards

Knowledge, Skills and Abilities:

- Working to considerable knowledge of agency related North Carolina General Statutes and Administrative Codes, and agency specific regulations, principles and practices.
- Working professional skill and/or knowledge in the concepts and practices related to agency operations.
- Demonstrated ability to work independently and with considerable discretion within the guidelines of state laws, regulations, and policies under the direction of the Agency Secretary/Commissioner.
- Demonstrated ability to make well-informed decisions utilizing a high degree of judgment based on extensive knowledge of agency related policies, procedures and practices.
- Demonstrated ability to provide leadership to program and field management and render decisions on a full range of personnel actions impacting a statewide law enforcement program.
- Thorough knowledge and expertise in law enforcement concepts, practices and theories used in the technical specialty areas under position's supervision.
- Thorough knowledge of modern principles and methods of investigation and law enforcement, including rules of evidence, use of technical equipment, laws of arrest and search and seizure.
- Demonstrated ability to manage the budget of a statewide law enforcement operation.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

- Demonstrated ability to identify growth opportunities and establish a comprehensive plan for employees to develop their competencies and performance.
- Demonstrated ability to analyze the needs of a statewide law enforcement operation to identify critical continuous improvement initiatives that are needed to further the division mission and goals.
- Demonstrated ability to speak and write effectively and possess excellent communication skills; must be able to present comments, opinions, factual information, summaries of issues, and conclusions in a logical and concise manner for review by manager.
- Demonstrated ability to communicate effectively both verbally and in writing with the general public, agency management and management of regulated or associated entities.
- Demonstrated ability to effectively manage and supervise staff and plan and direct all fiscal, personnel and program operations of a large portion of an agency's operation.
- Possession of professional designation appropriate to agency operations.

Minimum Education and Experience:

Bachelor's degree in business or economics or a related program from an appropriately accredited institution and five (5) years of progressive experience in Agency related industry/operations, including three (3) years of supervisory experience; or an equivalent combination of training and experience.

Necessary Special Qualifications

Certification as a Law Enforcement Officer in accordance with the provisions of the North Carolina Criminal Justice Education & Training Standards Commission.