



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
4/16/2024

This position is:

- Classified
Unclassified
Executive Service
Mgmt Svc - Supervisory
Mgmt Svc - Managerial
Mgmt Svc - Confidential

Agency: Department of Consumer & Business Services

Facility: Labor & Industries Building

New Revised

SECTION 1. POSITION INFORMATION

Form with fields a-j: Classification Title, Classification No, Effective Date, Position No, Working Title, Agency No, Section Title, Budget Auth No, Employee Name, Repr. Code, Work Location, Supervisor Name, Position type, FLSA status, Eligible for Overtime.

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Department of Consumer and Business Services (DCBS) is Oregon's largest business regulatory and consumer protection agency. The department administers state laws and rules to protect consumers and workers in the areas of workers' compensation, occupational safety and health, financial services, insurance and building codes.

DCBS consists of the Workers' Compensation Division; Oregon Occupational Safety and Health Division; Division of Financial Regulation; Building Codes Division; Small Business Ombudsman; and the Office of Injured Workers Ombudsman. The department provides shared services to all divisions through the Director's Office and Central Services Division. The department also provides shared services to the Workers' Compensation Board. DCBS employs 950 employees and has a biennial operating budget of approximately \$685 million.

The Property and Casualty Product Regulation and Compliance Team is responsible for analyzing insurance products before they are sold to consumers and is also responsible for monitoring the insurance companies to ensure compliance with applicable laws, rules and policies. This team plays a significant role in protecting consumers from harmful products and unclear contract language. The team also conducts targeted examinations and market intelligence analyses to assess compliance, understand emerging and ongoing trends in key markets, and serve as an early warning system to teams across the division. Team members work closely with other teams to share information, develop strategies, and inform and shape division-wide policy.

The **Product Regulation Unit** is responsible for analyzing financial and insurance products before they are sold to consumers in the market to ensure compliance with laws, rules, and policies. This team plays a significant role in proactively protecting consumers from harmful products and unclear contract language. The team also serves as another early warning system about emerging trends in insurance product design and new insurance product offerings. The Product Regulation team develops strategies to address emerging issues, ensure compliance and consistency, and works closely with other teams across the division to develop solutions and inform policy.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

...review the rates and forms filings of insurers and rating organizations transacting business in Oregon within the time limits according to the assigned product areas. This position may also review other insurer documents related to policies and certificates issued to consumers. The position’s function is to research, analyze, and evaluate the application of insurance laws, regulations, bulletins, and case law to the insurance product filings for making a determination of compliance. The position serves as technical support related to insurance products within the division, to the insurance industry, and outside the division as appropriate.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
Ongoing	R	E	<ul style="list-style-type: none"> • Perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. • Engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related associations. Share information and participate in team meetings. • Develop good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrate openness of constructive feedback and suggestions, in an effort to strengthen work performance. • Contribute to a positive, respectful and productive work atmosphere. • Foster and promote the importance and value of a diverse, discrimination and harassment free workplace. Respect diversity of opinions, ideas, and cultural differences. Support outreach and diversity related efforts in order to diversity the workforce.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

			<ul style="list-style-type: none"> Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.
80	R	E	<p>Analysis of filed products</p> <ul style="list-style-type: none"> Analyzes, interprets and evaluates complex insurance company and other filings to determine compliance with Oregon laws and regulations. Interpreting and researching statutes, case law, rules, legal and technical information. Writing technical and complex letters of analysis. Communicating both in writing and oral formats with the insurer's representative including legal counsel, actuaries and administrative professionals in order to insure all elements of the filings are compliant. Articulating advice to insurers about the restructure of insurance coverage, and the delivery and pricing of products to insure compliance with the State law. Makes decisions on behalf of the State whether the filings should be withdrawn, approved or disapproved. Identifies and refers filings to compliance and enforcement sections for investigation of companies that violate the law. <ul style="list-style-type: none"> Facilitate meetings for collaboration on resolving filing issues. Coordinates instruction and training of internal and external stakeholders
5	R	E	<p>Product research and development</p> <ul style="list-style-type: none"> Researches and assists in the development and updating of Division product standards, positions, rules and bulletins. Keeps abreast of the industry and keeps current on issues needed to evaluate products. Analyzes and interprets insurance statutes, rules, case law and legal and technical information in order to answer questions raised by insurers, agents, consultants, attorneys, consumers, and other sections and agencies.
5	R	E	<p>Communication and collaboration with other states</p> <ul style="list-style-type: none"> Conducts and answers surveys and participates in NAIC projects. Participates in seminars and workshops designed to educate the industry and the consumer in insurance coverage and the regulatory authority of the Division of Financial Regulation. Assist management in representing Oregon on National Association of Insurance Commissioners committees providing input on model regulations and speed to market initiatives.
1	R	E	<p>Rate Review</p>

			<ul style="list-style-type: none"> • Reviews rates and rule filings that are not assigned to an actuary in relation to the benefits, underwriting, investment practices, and marketing structure of the contract and determine the disposition. • Communicates with an actuary before sending any follow-up responses to the filing. • If problems are identified outside of the product standards, the analyst consults with an actuary or brings issues to unit meetings, and coordinates the handling of the filing.
9	R	E	Other duties as assigned by the Insurance Product Regulation and Compliance – Property and Casualty Manager.
100%			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

This position is fully remote, but may work in a hybrid work environment that include coordinating with coworkers and stakeholders virtually or in-person daily;

Long periods using the computer;

Occasional overnight travel;

Occasional exposure to uncooperative or difficult persons over the telephone and in person; and

Requires reliable transportation.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Oregon Insurance Code (ORS 705-750 and 646A)
- Other related Oregon Statutes (e.g. DMV, Property Law, Workers Compensation, Public Employees Rights and Benefits)
- Administrative Rules and Division Bulletins
- Federal publications from agencies including but not limited to Center for Medicare and Medicaid Services, Department of Health and Human Services, Internal Revenue Code, Bureau and Department of Labor
- NAIC Model Regulations and Guidelines
- NAIC Market Regulation Handbook
- NAIC Examiners' Handbook
- National Association of Security Dealers Notice to Members
- U.S. Department of Treasury Regulations,

- Insurance industry publications
- Medical terminology, Diagnostic and Statistical Manual, CPT, ICD, and HCPCS coding books, various weekly and monthly industry publications
- Division interpretation files

b. How are these guidelines used?

Position requires a working knowledge of the above documents. Reference is made to them to advise insurance companies and their professional personnel that the filings are either in compliance or the amendments that must be made to bring the filings into compliance.

This position requires technological skills including computer proficiency in Microsoft Office suite (Word, Excel, PowerPoint), web-based video platforms (Teams, Zoom, Webex), Adobe Acrobat, ORACLE, e-mail systems, SERFF, CARFRA, NAIC systems such as SBS, iSite, Teammate and other NAIC systems as required.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Consumers, Insurance Company Officers	Letter, Phone, Visit, Video call	Answer questions about applicability of state law and address any instances of non-compliance.	Weekly
Company form filers, attorneys, and actuaries.	Letter, Phone, Visit, Video call	Ask/answer questions about an insurers compliance with a regulation. Require insurers to modify behavior for compliance.	Daily
National organizations	Letter, Phone, Visit, Video call	Ask/answer contractual/legal questions, determine actions of other states.	As needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Describe the kinds of decisions likely to be made by this position. Indicate effect of these decisions where possible.

This position will make independent determinations, or in conjunction with the actuary on problems outside of the standards, on whether the filings (a) comply with statutory requirements, (b) must be disapproved for non-compliance, or (c) assist the industry to reform the filing to comply. Inappropriate decisions may result in failure to protect the insurance buying public.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Compliance and Regulatory Manager 2	0003.096	In person, by phone, and video chat, email, and Teams	As needed	Quality of work products, completeness of work, adherence to agency and enterprise policies and procedures
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SECTION 9. OVERSIGHT FUNCTIONS **THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY**

a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0

- b. Which of the following activities does this position do?
- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is eligible for remote work full-time, once the incumbent has gained the proficiency to perform work independently. The incumbent may occasionally be asked to work from the office on an as-needed basis. The incumbent will be responsible for transportation costs for reporting to their designated office site.

Position requires excellent oral and written communication and inter-personal skills, ability to work alone and as a team member and to be a strong self-starter.

Per ORS 731.228 no Division employee shall be a director, officer, or employee of or be financially interested in any person regulated by the insurance code, except as a policyholder or claimant under an insurance policy or by rights vested in commission, fees, or retirement benefits prior to being employed with the division.

As an employee, you must comply with the Oregon government ethics laws, ORS 244.010 – 244.280, and DCBS Policy EMP-01, Ethics and Conflict of Interest.

Special Requirements:

Position is subject to a criminal background check.

Requires knowledge of industry patterns and trends in regard to products, marketing practices, pricing structures and investment practices. The ability to assess and coordinate actuarial memorandum with the forms. This requires the understanding of reserving requirements, pricing components, financing and delivery of products, rating and underwriting structures, industry patterns, trends, and marketing practices.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
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Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date