



**State of New Jersey**  
DEPARTMENT OF BANKING AND INSURANCE  
OFFICE OF HUMAN RESOURCES

PHIL MURPHY  
*Governor*

MARLENE CARIDE  
*Commissioner*

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*Lt. Governor*

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**NOTICE OF VACANCY**

**STATE-WIDE – OPEN TO THE PUBLIC  
UNCLASSIFIED PER N.J.S.A. 11:4-4U**

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|--------------------------|---|----------------------|----------------|
| <b>POSTING NO.:</b>      | BIA-2022-167  | <b>OPENING DATE:</b> | March 03, 2023 |
| <b>TITLE:</b>            | Assistant Insurance Commissioner<br>(See Title Code 55003)            | <b>CLOSING DATE:</b> | April 03, 2023 |
| <b>FUNCTIONAL TITLE:</b> | Assistant Commissioner,<br>Consumer Protection Services               |                      |                |
| <b>UNIT:</b>             | Consumer Protection Services  | <b>LOCATION:</b>     | Trenton, NJ    |
| <b>SALARY:</b>           | \$133,200   | <b>RANGE:</b>        | M98            |
| <b>OPEN TO:</b>          | Candidates from the public who meet the requirements specified below. |                      |                |

**RESPONSIBILITIES and EXAMPLES OF WORK**

The Department of Banking and Insurance (DOBI) seeks a qualified candidate to serve in the title of Assistant Insurance Commissioner, functioning as Assistant Commissioner of the Office of Consumer Protection Services. This position will report to the Assistant Division Director of the Division of Insurance, or other appropriate DOBI designee. Responsibilities and Examples of Work of this position include but are not limited to the following:

This position will be responsible for overseeing the operations of the Consumer Protection Services unit by providing reports to the Commissioner and other members of senior staff as requested; monitoring complaint responses for timeliness and accuracy and to identify trends or systemic issues; drafting settlement memoranda on consumer enforcement cases; reviewing text of Orders to Show Cause, Consent Orders and Final Orders; assisting the Attorney General's Office/Division of Law in prosecution of cases in the Office of Administrative Law; assisting in developing a schedule for market conduct examinations and text of market conduct examination reports, and review producer license denials. This position may also serve on the Individual Health Coverage Program Board, the Small Employer Health Coverage Board, the State Health Benefits Commission, the School Employees Health Benefits Commission, the Mandated Health Benefits Advisory Commission and on National Association of Insurance Commissioners (NAIC) committees and perform special projects as needed. This position will also oversee the Independent Health Care Appeals Program (IHCAP), the Out of Network Arbitration Program and the Provider Payment Arbitration Program. The IHCAP provides for review by an independent medical professional of carriers' decisions to deny, reduce or terminate coverage based on carriers' determinations that services are not medically necessary. This position shall serve as the State contract manager for the IHCAP. This position shall supervise the State contract manager over the Out of Network Arbitration program (which allows providers who are not in a carrier's network and who perform emergency or inadvertent services to contest a carrier's payment for such services through binding arbitration). This position shall also supervise the State contract manager over the Provider Payment Arbitration program, which allows any provider, in network or out of network, to contest a carrier's payment for services (other than emergency or inadvertent services performed by an out of network provider) through binding arbitration.

This position shall manage the following subunits within Consumer Protection Services:

Consumer Assistance (operates the Department call center, investigates complaints against insurance companies and other licensed entities; and responds to disasters involving insurance);

Enforcement (investigates alleged violations of law against insurance companies, producers, public adjusters and other licensed entities and negotiates penalties where violations are identified);

Licensing (reviews and issues new and renewal licenses to producers and public adjusters);

Market Conduct/Market Regulation (conducts market examinations of carriers operating in the state to test for compliance with state laws regarding claims, underwriting and marketing. Market Regulation also administers the provider payment arbitration programs and performs the reviews of the adequacy of carrier networks); and

Office of Managed Care (handles IHCAP's review by an independent medical professional of carriers' decisions to deny, reduce or terminate coverage based on carriers' determinations that services are not medically necessary).

**See also Examples of Work listed by the Civil Service Commission under Title Code 55003.**

## **REQUIREMENTS**

### **EDUCATION**

Graduation from an accredited college with a Bachelor's degree with a focus in an insurance-related field of study, or with a Juris Doctorate degree from an accredited law school.

### **EXPERIENCE**

Eight (8) years of administrative experience in insurance programs; four (4) years of which shall have included managerial experience.

Applicants who do not possess the required education may substitute experience as indicated above on a year for year basis, with at least five (5) years of demonstrated professional experience in insurance-based consumer protection assistance or related fields of work, as described under Responsibilities above.

**LICENSE:** Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

**RESIDENCY REQUIREMENTS:** In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011, newly hired State government employees must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements are subject to removal from employment.

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**Interested applicants should submit a letter of interest, resume and three (3) professional references of your current or former supervisors or managers - please only provide references for those to whom you have reported in the workplace and those who have supervised or managed your work. Please provide your references' names, job titles and current contact information, including email addresses by April 03, 2023 to: [Human.Resources@dobi.nj.gov](mailto:Human.Resources@dobi.nj.gov) . Please include posting # BIA-2022-167 in the subject line of your email.**

**The New Jersey Department of Banking and Insurance provides reasonable accommodations to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the Department's ADA Coordinator, Lisa Clapp, at [lisa.clapp@dobi.nj.gov](mailto:lisa.clapp@dobi.nj.gov) or (609) 940-7337. Determinations on requests for reasonable accommodations will be made on a case-by-case basis**

**NOTE:** *Foreign transcripts must be evaluated by a recognized evaluation service at your expense. Submit a copy of the evaluation with each application that requires a college degree or credits. For additional information, please refer to the Civil Service Commission website at: <http://www.state.nj.us/csc/seekers/about/steps/step2.html>*