



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
100 N. Stewart Street, Suite 200 | Carson City, Nevada 89701
Phone: (775) 684-0150 | <http://dop.nv.gov>

MEMO PERD #28/12 - REVISED

July 3, 2012

TO: Personnel Commission Members
Department Directors
Division Administrators
Agency Personnel Liaisons
Agency Personnel Representatives
Employee Representatives

FROM: Lee-Ann Easton, Administrator *Lee-Ann Easton*
Division of Human Resource Management

SUBJECT: PROPOSED CLASSIFICATION CHANGES

Attached is the revised notice of proposed classification changes for your information pursuant to NRS 284.160, subsections 3 through 5. If you have any comments or objections, regarding these changes, please send your written notification to Peter Long at plong@admin.nv.gov no later than July 31, 2012.

If no written objections are received in this office by July 31, 2012, action will be taken to effect the changes and a report will be made to the Personnel Commission.

Attachments

NOTICE OF PROPOSED CLASSIFICATION CHANGES

Number: 15-12
Posting Expires: July 31, 2012

Per NRS 284.160, the Personnel Director may make a change in classification without the prior approval of the Commission. The following change(s) are proposed:

CURRENT				PROPOSED			
CODE	TITLE	GRADE/EEO-4		CODE	TITLE	GRADE/EEO-4	
11.428	DMV Services Manager IV	41	A	11.428	DMV Services Manager IV	41	A
11.420	DMV Services Manager III	39	A	11.420	DMV Services Manager III	39	A
11.429	DMV Services Manager II	37	A	11.429	DMV Services Manager II	37	A
11.432	DMV Services Manager I	35	B	11.432	DMV Services Manager I	35	B

EXPLANATION OF CHANGE

Assembly Bill (A.B.) 82 of the 2011 Legislative Session requires that any voter registration agency shall not knowingly employ a person whose duties include registration of voters if that individual has been convicted of a felony involving theft or fraud. As a result, the Department of Motor Vehicles (DMV) will require pre-employment criminal history and fingerprint checks of persons offered employment in the DMV Services Technician and DMV Services Manager series. Additionally, due to a federal requirement, positions that administer exams involving a Commercial Driver's License (CDL) are required to undergo yearly background and fingerprint checks. The Division of Human Resource Management recommends adding Special Requirements and Informational Notes to reflect these new requirements in the class specifications.

The DMV has reviewed and agrees with the recommended changes.

CURRENT				PROPOSED			
CODE	TITLE	GRADE/EEO-4		CODE	TITLE	GRADE/EEO-4	
	New			11.406	Assistant Chief Insurance Examiner	41	B
11.407	Insurance Examiner II	39	B	11.407	Insurance Examiner II	39	B
11.409	Insurance Examiner I	37	B	11.409	Insurance Examiner I	37	B

EXPLANATION OF CHANGE

At the request of the Division of Insurance in the Department of Business & Industry, the Division of Human Resource Management recommends establishment of a new level in the Insurance Examiner series. Currently, the class specifications state that some positions require certification as a Certified Financial Examiner (CFE), Accredited Financial Examiner (AFE), or Certified Public Accountant (CPA), or other professional designations applicable to the position but it is not mandatory for Insurance Examiner I and II positions. The agency has identified a critical need for a position that must have the CFE certification.

The position will be responsible for coordinating execution of the division's financial and market conduct examinations; provide direction and coordinate the efforts of contract examiners and division analysts to ensure timely and effective examinations in accordance with the National Association of Insurance Commissioners guidelines and accreditation standards; and make recommendations regarding deficiencies and improvements to the examination process.

It is recommended the new class be established at grade 41 to align two grades above the Insurance Examiner II class, grade 39, to recognize the additional experience and knowledge, skills and abilities required to attain the CFE certification. The Insurance Commissioner and the Chief Insurance Examiner participated in developing the new level and approve this recommendation.

CURRENT			PROPOSED		
CODE	TITLE	GRADE/EEO-4	CODE	TITLE	GRADE/EEO-4
	New		10.120	Hospital Administrator***	44 A

EXPLANATION OF CHANGE

The Department of Health and Human Services, Division of Mental Health and Developmental Services, has requested the establishment of a single-position class of Hospital Administrator to oversee the non-physician administrative and patient care operations at the Southern Nevada Adult Mental Health Services hospital. The incumbent would report directly to the Division Administrator and be responsible for management and coordination of services at the largest psychiatric hospital in the state. The agency has indicated its intention to request that the position become unclassified beginning with the next biennium. In that event, the Hospital Administrator class would be subject to abolishment.

It is recommended the new Hospital Administrator class be allocated at grade 44 to align with the Clinical Program Manager III class, also grade 44. Although the facilities managed by the Clinical Program Manager III class are smaller, the minimum qualifications require an advanced degree in clinical psychology, clinical social work, counseling or related field. That is not a requirement for this position.

The Division of Mental Health and Developmental Services participated in the study and supports the recommendation.

The formal recommendations and specifications are on file with the Division Administrator, Human Resource Management. To view a copy in Carson City, go to 209 East Musser Street, Room 101; in Las Vegas, go to 555 East Washington Avenue, Room 1400. For more information call (775) 684-0151.

Objections to the proposed change(s) must be received in writing by July 31, 2012. Objections should be addressed to Peter Long, Deputy Division Administrator, Compensation, Classification and Recruitment, Section of the Division of Human Resource Management, 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204.

POSTING DATE: June 28, 2012



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EE0-4</u>	<u>CODE</u>
DMV SERVICES MANAGER IV	41	A	11.428
DMV SERVICES MANAGER III	39	A	11.420
DMV SERVICES MANAGER II	37	B	11.429
DMV SERVICES MANAGER I	35	B	11.432

SERIES CONCEPT

DMV Services Managers plan, organize, coordinate, develop, and implement a broad variety of services and programs provided by the Department of Motor Vehicles (DMV) in one of the following divisions: Field Services, Central Services and Records, Management Services and Programs, or Compliance Enforcement.

Ensure consistent application and conformance with laws, regulations, requirements and restrictions related to issuance of driver's licenses, vehicle registration and titles, business licensing and enforcement activities; interpret and apply complex laws, rules, regulations and policies related to the full range of services applicable to the assignment; participate in developing and reviewing legislative initiatives, policies, forms and other materials.

Analyze and resolve problems; adjust priorities; review reports and statistics to evaluate efficiency and measure success in meeting the mission, vision and objectives of the State; coordinate and integrate the work activities of diverse teams; develop and implement innovative methods and approaches in accordance with continuous improvement concepts.

Plan, develop, implement, monitor and evaluate assigned services and activities and ensure proper implementation across divisional lines throughout the DMV; assemble and oversee the activities of cross-functional teams and other inter-divisional work groups; assist in the development of training materials for new and modified programs and services; oversee the development of communication plans for agency staff and external entities.

Ensure the integrity of programs and activities and conformance with legislative intent; work collaboratively with other managers, administrators and staff within the agency in the development and implementation of innovative programs and services; confer with federal, State and local government officials, representatives of the vehicle and insurance industries, and special interest groups to exchange information, identify problems and concerns, and resolve issues.

Design, formulate, establish and implement methods, standards and data collection techniques to evaluate program outcomes and success; identify areas of potential improvement and take appropriate steps as indicated; target deficiencies and develop remedial action plans based on analysis of current and historical data; participate in strategic planning and goal-setting activities for assigned areas of responsibility.

Perform related duties as assigned.

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DMV SERVICES MANAGER II	37	B	11.429
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CLASS CONCEPTS

DMV Services Manager IV: Under administrative direction, incumbents report directly to a DMV Division Administrator. This level is distinguished from the lower levels by greater managerial responsibility reflected in directing DMV services and programs on a regional or statewide basis. This level in the series is further distinguished from the DMV Services Manager III by the broader scope of responsibility; independence with which positions function; decision-making authority; size of the budget administered; and number and level of employees directly or indirectly supervised which must include DMV Services Managers.

The primary responsibilities at this level are resource management and program implementation, and therefore, assignments are broadly stated in terms of program objectives to be met and State and federal standards of quality, accuracy, and timeliness. Incumbents are responsible for ensuring the efficiency and effectiveness of program implementation and management; long-range planning; expenditure of funds; problem resolution; planning and organizing work units throughout the region or statewide; determining work methods used to produce the desired results; and making proper interpretations of law, regulations and policies.

At this level, actions and decisions directly affect the content of major agency services provided to citizens of the State. Decisions concern the policies, procedures, and rules by which the programs are administered; the content of supportive programs; short and long-term planning; and the quality, cost, configuration and commitment of resources.

Field Services: An example of a DMV Services Manager IV is the position in the Field Services Division that manages all DMV metropolitan and satellite offices in Las Vegas. The incumbent reports directly to the Division Administrator and is responsible for planning, organizing, directing, and coordinating a broad range of DMV services provided to the southern area of the State. The incumbent supervises five DMV Services Manager III's and eight branch offices in southern Nevada, and provides general support to the managers throughout the district, ensuring a visible and active presence at department sites by traveling to each site and maintaining consistent contact. The incumbent is also responsible for establishing policies for the region and contributing to the development of departmental policy; exercising executive control and final action on major projects within the policies established by the department; and developing and managing the region's budgets to include determining and monitoring the need for and cost of equipment and supplies, overtime, travel, training, publications, data processing, printing, and committee, conference and meeting requirements.

DMV Services Manager III: Under general direction, incumbents plan, organize, coordinate, and oversee a broad variety of services, activities and programs, which either directly serve the driving public or support department staff in doing so. The actions and decisions of managers at this level directly affect the nature, quality, and effectiveness of services provided to customers, and decisions are not typically reviewed. Managers determine the methods and procedures necessary to provide essential services, meet established objectives, and ensure the quality, quantity, accuracy, and timeliness of services in accordance with federal and State rules and regulations. Incumbents assign, direct and evaluate the work of assigned staff; interview, select and hire personnel; delegate responsibility to appropriate levels; develop and communicate work performance standards consistent with principles of effective management; and identify training needs and provide for appropriate training opportunities based on organizational requirements and within budget constraints. Incumbents must have an in-depth knowledge of personnel rules, regulations, and principles applicable to hiring, training, evaluation, and discipline of subordinate staff. Examples of positions at this level include:

Field Services: DMV Services Manager III positions in this division manage the day-to-day operation and implementation of DMV services and programs through several subordinate supervisors in a major metropolitan field services office and satellite offices as assigned. Services administered at this level are

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CLASS CONCEPTS (cont'd)

DMV Services Manager III (cont'd)

Field Services (cont'd)

broad and complex such as driver licensing and vehicle registration and titling. Services managed require interpretation of rules and regulations and the assessment of conflicting situations, divergent views and data that is complex. Management responsibilities require the resolution of difficult, complex, or sensitive problems through the interpretation or development of policies and procedures

As the highest level manager in a metropolitan DMV office, incumbents ensure effective and efficient delivery of services to DMV customers; participate in the development, analysis and revision of performance goals and measurable outcomes; review weekly, monthly and quarterly reports and statistics to evaluate efficiency and measure success in meeting the mission, vision and objectives of the DMV; and develop and implement space utilization plans to provide smooth traffic flow for customers and optimum working conditions for staff.

They also analyze and resolve service delivery problems; adjust priorities to meet changing community needs to ensure that customers are served quickly, effectively and courteously; evaluate the need for extended hours or other alternate service delivery methods; coordinate and integrate the work activities of diverse teams; and develop and implement innovative methods and approaches in accordance with continuous improvement concepts.

Management Services and Programs: DMV Services Managers in this division plan, organize, coordinate, implement and monitor major State and federal programs in department wide programs in one of the following areas: vehicle registration and ownership; driver licensing; business licensing and motor carrier; or vehicle emission control. Duties associated with each assignment are as follows:

Develop, modify, monitor and manage a variety of vehicle registration and ownership programs and activities including privilege and sales tax collection, vehicle inspection and appraisal, insurance verification, special plate development and issuance, issuance of titles of ownership and dismantler and junk certificates, and development of informational and training materials for financial institutions, vehicle dealers, insurance carriers and others.

Develop, modify, monitor and manage driver licensing programs and activities including driver education and evaluation, issuance of licenses and identification cards, medical review, driver sanctions and intervention/improvement, development of programs for high risk drivers, drivers with disabilities, commercial driver's licensing, third party verification, development of regulatory standards for DUI/traffic safety/driver training schools, and administration of interstate compacts and information systems related to driver licensing.

Develop, modify, monitor and manage business licensing and motor carrier programs and activities including establishment of applicable regulations, standards and guidelines, preparation of education and training materials for various licensees, research of highly exceptional licensing applications, implementation of State and federal fuel licensing and tax collection programs and international agreements, and development of appropriate auditing and monitoring standards to ensure compliance with interstate agreements and regulations.

Develop, modify, monitor and manage emission control programs and activities including those for gasoline and diesel powered vehicles, emission stations and inspectors, evaluation of federal regulations, assessment of program needs, evaluation of requests from county and local agencies for program enhancements/modifications, grant administration, evaluation of compliance with designated air quality,

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CLASS CONCEPTS (cont'd)

DMV Services Manager III (cont'd)

Management Services and Programs (cont'd)

environmental and consumer protection standards, development of emission control education and training, equipment testing and standards, program monitoring for State and federal compliance, dispute resolution, and certification of emission inspectors.

DMV Services Manager II: Under general direction, incumbents manage internal and external services and are responsible for the development of policies and procedures for assigned programs within established guidelines. Managers at this level supervise subordinate supervisors and staff and must have sufficient knowledge of management and supervisory principles and practices to determine duties and responsibilities of subordinate positions, organize efficient and effective work units, and develop overall work plans, goals and objectives.

Incumbents establish work priorities; identify, establish and develop appropriate work methods and processes; and complete work according to a variety of laws, rules, and regulations directly pertinent to the assigned functions. Work processes and procedures are reviewed to ensure conformance to established standards of quality, applicable regulations, and general acceptability. Incumbents have authority to make decisions concerning hiring, disciplinary action, and termination of staff. Incumbents may also expend funds for work unit supplies, parts and equipment, and other materials within established guidelines and regulations.

Central Services and Records Division: An example of a DMV Services Manager II is a position in the Alternate Services section that directs and oversees daily operations related to alternate services for vehicle registration renewal, driver license renewal, special vehicle license plates, undercover driver license and vehicle registration, the centralized telephone center, data integrity, and sales certification and research area. Another example is the position in the Processing Center that directs and oversees daily operations of the document processing and maintenance programs in the areas of title research, title production, salvage titles, insurance verification, license review, financial responsibility, microfilm-document processing and maintenance, and the centralized mail functions for the department.

DMV Services Manager I: Under general supervision of a higher-level manager, incumbents establish and implement work methods, standards, and procedures to accomplish service goals and objectives. They also provide information and justification on budget and strategic planning issues. And prepare and maintain statistical records for areas of responsibility. Incumbents also have subordinate supervision responsibility.

Central Services and Records Division: An example of a DMV Services Manager I is a position in the Records section in the Central Services and Records Division who is responsible for the management, direction and control of the following functions: vehicle renewal alternate services, driver license alternate services, special vehicle license plate, undercover driver license and vehicle registration, central telephone center, data integrity, and sales certification and research areas. The manager directly supervises subordinate supervisors and approximately 35 DMV Services Technicians and administrative support staff.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * *A pre-employment criminal history check and fingerprinting are required. Persons offered employment in these positions will be required to pay for these items.*

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MINIMUM QUALIFICATIONS (cont'd)

INFORMATIONAL NOTES:

- * Qualifying experience may be substituted for the education required above the high school level on a year for year basis.
- * *Pursuant to NRS 293.5045, a voter registration agency shall not knowingly employ a person whose duties will include the registration of voters if the person has been convicted of a felony involving theft or fraud.*
- * *Some positions are required to undergo yearly criminal background and fingerprint checks at the expense of the employee.*

DMV SERVICES MANAGER IV

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and five years of increasingly responsible professional experience which included program development and resource management, at least one year of which was at the managerial level; **OR** graduation from high school or equivalent education and nine years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least one year of which was at the managerial level; **OR** an equivalent combination of education and experience. (See *Special Requirement and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: analysis and problem solving techniques; program management principles and practices relating to staff and programs; principles, theories, techniques and trends in public or business administration. **Working knowledge of:** laws, rules, regulations, policies and procedures relevant to a complex program; group dynamics and leadership; organizational structure, functions, processes and applicable regulatory requirements related to a complex program. **Ability to:** plan, design, develop and implement new and modified programs and services for a regional or statewide program; interpret, explain and apply complex State and federal regulations and laws; direct managers and staff; promote support for the agency's program goals both within and outside the organization; organize staff and resources to provide services efficiently and meet customer needs; organize, coordinate and manage the operations and activities of a complex organization; review and prepare reports to administration. **Skill in:** planning, coordinating and supervising complex programs; evaluating the work performed by staff to ensure compliance and adherence to federal regulations and established policies, standards, and procedures; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: budget formulation and justification; State regulations regarding hiring, employee development, discipline, performance evaluation and related aspects of personnel administration.

DMV SERVICES MANAGER III

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and four years of increasingly responsible professional experience which included program development or implementation, at least two years of which were at the supervisory level; **OR** graduation from high school or equivalent education and eight years of varied and increasingly responsible experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least two years of which were at the supervisory level; **OR** an equivalent combination of education and experience. (See *Special Requirement and Informational Notes*)

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: problem-solving skills. **Working knowledge of:** team dynamics and consensus-building skills; strategic planning and goal-setting techniques; organizational structure, functions, processes and applicable regulatory requirements related to a complex program area; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations not covered by precedent; principles and practices of management, supervision and leadership; oral and written communication skills; principles, theories, techniques and trends in public or business administration including financial management and employee relations; program or project management; methods and techniques of efficient administration of multiple programs or offices; effective management practices including resource allocation and personnel administration. **Ability to:** plan, design, develop and implement new and modified programs and/or services in an assigned program area; interpret, explain and apply complex State and federal regulations, laws and guidelines related to assigned program and/or service areas; establish program and/or service objectives and performance goals and assess progress toward their achievement; write detailed policies, procedures, regulations and other materials as required; represent the department both within and outside the organization and gain support for the agency's program goals; review and analyze legislative documents and correspondence; build consensus and promote ideas, programs, policies, and procedures to staff, administration, and the public; coordinate the work of a number of diverse work units using leadership, communication and negotiation skills; encourage and motivate staff to provide excellent customer service and quality staff managements; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: State regulations regarding hiring, employee development, discipline, performance evaluation and related aspects of personnel administration; State budget development and maintenance procedures as required by the assignment.

DMV SERVICES MANAGER II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and three years of increasingly responsible professional experience which included program development or implementation, at least two years of which were at the supervisory level; **OR** graduation from high school or equivalent education and seven years of varied experience related to registration/titling of motor vehicles or licensing motor vehicle operators, at least two years of which were at the supervisory level; **OR** an equivalent combination of education and experience. (*See Special Requirement and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: problem-solving skills; team dynamics and consensus-building skills; strategic planning and goal-setting techniques; organizational structure, functions, processes and applicable regulatory requirements of a complex program area; procedure manuals, policy guidelines and other technical references used to resolve complex problems and unique situations not covered by precedent; oral and written communication skills; methods and techniques of efficient administration of multiple programs or offices; effective management practices including resource allocation and personnel administration; principles and practices of supervision. **General knowledge of:** program or project management. **Ability to:** implement new programs and services in an assigned program area; identify training and employee development needs; establish and maintain cooperative working relationships with direct and indirect reporting staff, peers, administrators, or other agencies and businesses; write concise, logical, and grammatically correct analytical reports and/or correspondence and/or program documents; organize materials, information, and staff in a systematic way to meet objectives and optimize program effectiveness

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MINIMUM QUALIFICATIONS (cont'd)

DMV SERVICES MANAGER II (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (cont'd)

and efficiency; train, supervise and evaluate the performance of professional and paraprofessional staff; develop standards, policies and procedures for implementation of programs and/or services; interpret and apply established policies, regulations and standards. **Skill in:** operation of computer equipment and associated software; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: budget and financial management development.

DMV SERVICES MANAGER I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university in business, public administration, or other discipline related to the position and two years of professional experience in a team leader capacity which included program development or implementation; **OR** graduation from high school or equivalent education and six years of varied experience related to registration/titling of motor vehicles or licensing motor vehicle operators, two years of which were in a team leader capacity; **OR** one year of experience as a DMV Services Supervisor I; **OR** an equivalent combination of education and experience. (*See Special Requirement and Informational Notes*)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: written English sufficient to compose reports and business correspondence; teambuilding and group dynamics. **General knowledge of:** quality assurance principles and practices; problem-solving skills; strategic planning and goal-setting techniques. **Ability to:** establish and implement work methods, standards, and procedures; interpret and apply complex State and federal laws and regulations; monitor budgets and/or maintain financial records; plan and organize work assignments; operate computer equipment sufficient to retrieve and manipulate data; establish and maintain cooperative working relationships with others; identify relevant concerns to formulate logical and objective solutions to problems; negotiate and exchange ideas, information and opinions with others; establish work priorities and delegate assignments accordingly; make oral presentations to persuade others to accept a specific opinion or achieve consensus, and to explain and/or promote ideas, procedures, policies, and actions; adapt to changes in regulations and program requirements and implement new procedures; use procedure manuals, policy guidelines and other technical references to resolve complex problems and unique situations not covered by precedent. **Skill in:** operating keyboard equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: policies, guidelines, and regulations pertinent to the assignment. **General knowledge of:** State personnel practices.

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This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

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ESTABLISHED:	3/2/04UC	8/28/98UC	7/1/03R 3/2/04UC	10/7/03R 3/2/04UC
REVISED:		7/1/99P 11/30/98UC 3/2/04UC		
REVISED:				
REVISED:	12/19/07UC	12/19/07UC	12/19/07UC	12/19/07UC
REVISED:	7/31/12UC	7/31/12UC	7/31/12UC	7/31/12UC



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
<i>ASSISTANT CHIEF INSURANCE EXAMINER</i>	41	B	11.406
INSURANCE EXAMINER II	39	B	11.407
INSURANCE EXAMINER I	37	B	11.409

SERIES CONCEPT

Insurance Examiners perform professional work in verification and analysis of the financial condition/solvency and market conduct examination of providers of insurance and related products in the State.

Review applications for the licensure and registration of domestic, foreign, and alien insurers, captive insurers, surplus lines insurers, and risk retention groups to ensure compliance with statutory requirements and the insurer's ability to meet statutory requirements.

Review and examine the accounting and financial records of insurers to ensure solvency; conduct a comprehensive review and analysis of company information to determine its continued solvency and compliance with applicable statutes.

Respond to inquiries from insurance companies, attorneys or interested parties regarding applicable statutes, State requirements and instructions, fees, specific procedures and statistical data; research, analyze and provide recommendations to approve or deny requests for major changes such as mergers, acquisitions, name changes, or payment of notes to the Insurance Commissioner, Chief Examiner and Legal Counsel.

Review and maintain reports and annual filings from insurers; analyze questionable situations or problems through correspondence and verbal communications with insurers, risk managers or other persons who may be responsible and publish a listing of eligible surplus lines insurers for distribution, and compose timely orders for voluntary or involuntary removal of insurers from eligibility; analyze and reconcile annual statements and premium tax remittances and resolve discrepancies and/or violations.

Compare premiums as reported by brokers with premiums as reported by insurers; design and revise forms for filing; compose notices and bulletins to licensees.

Conduct financial and market conduct examinations of insurers including the field audits of agents, managing general agents, broker licensees, and third party administrators by order of the Commissioner and under established procedures in conjunction with the statutory examination of insurers.

Evaluate the market practices of the insurer or other licensees including sales, advertising, underwriting, rate applications, cancellation/non-renewals, certificates of authority or licensing, consumer complaints, claims practices, premium tax and countersignature requirements.

Review market conduct and financial condition examination reports and prepare examination summaries and orders for presentation to the Insurance Commissioner; provide testimony for hearings and court proceedings.

Conduct financial analysis of domestic insurance companies in compliance with the National Association of Insurance Commissioners (NAIC) and accreditation standards.

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SERIES CONCEPT (cont'd)

Review Insurance Division records on licensing, consumer complaints, prior examination or audit reports and prepare a formal report for distribution to the Insurance Commissioner, Chief Examiner and Legal Counsel. Propose and draft legislation, regulations, bulletins and opinions for consideration to the Insurance Commissioner, Chief Examiner and Legal Counsel; provide testimony at regulatory hearings.

Pursuant to statute, when assigned to the surplus lines program, provide analysis and recommendations for the exclusion of insurers, or the inclusion of eligible insurers for published listing and distribution; process and maintain the listing of lines open for export to surplus lines insurers; receive, review and reconcile quarterly and annual statements.

Perform related duties as assigned.

CLASS CONCEPTS

Assistant Chief Insurance Examiner: Under administrative direction, the incumbent coordinates the execution of the Division's financial and market conduct examinations; provides direction and coordinates the efforts of contract examiners and division analysts to ensure timely and cost effective examinations in accordance with the National Association of Insurance Commissioners (NAIC) guidelines and accreditation standards; and provides recommendations regarding deficiencies and improvements to the examination process.

Insurance Examiner II: Under general direction, incumbents supervise and direct assigned program areas related to the monitoring and control of solvency, licensing, taxation and business activities of insurance providers in Nevada; supervise subordinate examiners including organizing workflow, delegating responsibility, conducting training, evaluating performance and administering discipline; make recommendations to the Chief Examiner for licensing of new insurers; and oversee, control and conduct supervisory review of the examination of insurers for both financial and market activity. This is the supervisory level in the series.

Insurance Examiner I: Under direction of the Insurance Examiner II, incumbents perform the duties described in the series concept at the journey level. Incumbents may serve as a leadworker for Compliance/Audit Investigators including assigning work and monitoring regulatory enforcement activities.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * *The Assistant Chief Insurance Examiner requires certification as a Certified Financial Examiner (CFE) by the Society of Financial Examiners at the time of application and as a condition of continuing employment.*
- * Some positions require certification as a Certified Financial Examiner (CFE), Accredited Financial Examiner (AFE), or Certified Public Accountant (CPA), or other professional designations applicable to the position and will be designated by the hiring authority at the time of recruitment or list certification.

ASSISTANT CHIEF INSURANCE EXAMINER	41	B	11.406
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MINIMUM QUALIFICATIONS (cont'd)

ASSISTANT CHIEF INSURANCE EXAMINER

EDUCATION AND EXPERIENCE: *Certification as a Certified Financial Examiner (CFE) issued by the Society of Financial Examiners and one year of experience supervising financial and market conduct examinations. (See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: *NAIC Accreditation Standards and their application to state-based insurance regulation; federal statutes and regulations pertaining to the insurance industry; insurance risk analysis rating systems, rating plans and rate making, and classification; operating standards of insurers, health maintenance organizations, agents, brokers, administrators and other licensees; accounting and financial standards applicable to the insurance industry; regulatory requirements applicable to the insurance industry. Ability to: plan, organize, and coordinate financial and market conduct examinations; evaluate the findings of examinations and understand their significance; interpret and apply legal requirements and insurance industry practices to financial records, operating procedures and business operations; assign work and provide direction in the examination and analysis of insurance companies or their products and programs; communicate effectively both orally and in writing; develop and evaluate programs; administer rules and regulations; and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: *supervisory techniques to include selection, training, work assignment and review, development of work performance standards, discipline and performance evaluations; Nevada Revised Statutes, Nevada Administrative Code and division regulations regarding insurance laws and regulations. Ability to: respond to inquiries regarding examinations conducted by of the agency and compliance with State and federal laws.*

INSURANCE EXAMINER II

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university with major course work in accounting, business administration, finance or related field, and five years of professional accounting, auditing, or insurance industry experience, two years of which must have been in insurance regulation/compliance; **OR** two years of experience as an Insurance Examiner I in Nevada State service; **OR** an equivalent combination of education and experience. (See Special Requirements)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: principles of statutory accounting; generally accepted accounting principles; reinsurance contract principles; auditing standards and procedures; corporate structure; general business law including agency, contract and securities law; insurance coverage, terms and industry practices; federal law under which risk retention and purchasing groups operate. **Ability to:** interpret legal requirements and apply to financial records, tax procedures and insurance operations; conduct special investigations and studies; write objective, clear and concise reports; establish and maintain cooperative working relationships; and all knowledge, skills and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: State statutes, rules and regulations under which agent/brokers and insurance companies operate; supervisory and management techniques. **Ability to:** operate a personal computer and associated software; supervise assigned staff including organizing work flow, delegating responsibility, conducting training, evaluating performance and administering discipline; respond to inquiries regarding the operations of the agency and compliance with State and federal laws.

ASSISTANT CHIEF INSURANCE EXAMINER
INSURANCE EXAMINER II
INSURANCE EXAMINER I

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37 **B** **11.409**

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MINIMUM QUALIFICATIONS (cont'd)

INSURANCE EXAMINER I

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited college or university with major course work in accounting, business administration, finance or related field, and three years of professional experience in accounting or auditing, two years of which must have been in the insurance industry; **OR** an equivalent combination of education and experience. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: general accounting and auditing principles and practices; insurance coverages, terms and industry practices; federal insurance law and current insurance regulatory problems; the practical, legal and regulatory principles of the insurance business and related State laws. **Ability to:** independently conduct field audits and examinations of insurance companies, agents and/or brokers; establish and maintain cooperative relationships with those contacted in the work; communicate effectively, orally and in writing; interpret legal requirements and apply them to financial records, tax procedures and insurance operations; work independently; and set priorities which accurately reflect the relative importance of job responsibilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: the principles of statutory accounting for insurance; and State statutes, rules, regulations under which insurance companies and agents/brokers operate. **Ability to:** conduct special investigations and studies; develop objective reporting; operate a personal computer and associated software; provide training and work direction to assigned staff.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

	<u>11.407</u>	<u>11.409</u>	<u>11.406</u>
ESTABLISHED:	7/1/95P 9/16/94PC	7/1/85R	7/31/12UC
REVISED:		7/22/85PC	
REVISED:		7/1/95P	
		9/16/94PC	
REVISED:	11/8/04UC	11/8/04UC	
REVISED:	8/10/07UC	8/10/07UC	



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
HOSPITAL ADMINISTRATOR***	44	A	10.120

Under administrative direction, plan, organize, and direct non-physician administrative and patient care operations of the psychiatric hospital at Southern Nevada Adult Mental Health Services (SNAMHS); establish goals and objectives for the organization; develop and implement operating policies and procedures; ensure compliance with laws, regulations, and standards of care; develop and monitor operating budgets; assist in the development and implementation of new programs; monitor and evaluate hospital and program performance; and manage clinical and administrative staff.

Provide leadership of hospital activities to achieve the best possible patient outcomes through an integrated system of efficient and effective service delivery; ensure each area of the hospital functions well as a unit and all units fulfill their roles within the organization's overall purpose and mission; serve as a liaison and mediator among operational units; ensure hospital staff work toward a common goal in areas such as nursing, social work, psychology, allied health, pharmacy, laboratory, health information, and hospital outpatient services; participate in oversight of personnel, business office, and information technology functions.

Establish uniform policies and procedures for the hospital; maintain current knowledge of and ensure compliance with all licensing, certification, and accreditation laws and regulations; ensure compliance with national and community standards pertaining to admission, care, safety, and discharge of patients; direct the implementation of health and safety procedures to address risk issues for consumers and staff.

Develop, justify, and administer operating budgets in collaboration with agency and division fiscal staff; approve and monitor expenditures to achieve effective fiscal control and carry out legislative intent in program funding; ensure accountability and implementation of sound fiscal management practices; write proposals for funding.

Consult with physicians regarding patient care needs and the allocation of resources to meet them; analyze historical and needs assessment data to formulate short-term, intermediate, and long-term service strategies based on program and financial projections.

Develop, implement, and monitor quality assurance measures involving patient care and employee performance; implement continuous performance improvement measures; implement performance-based management processes to ensure that clinical goals are met and proper quality of care, safety, and accountability are maintained; develop and implement corrective action plans.

Participate in the development and implementation of new programs and modifications to existing programs to address changing treatment needs, census, and division goals and objectives; monitor organizational structure and staffing levels and adapt configuration to changing circumstances.

Ensure timely and accurate preparation of clinical records with safeguards in place for compliance with confidentiality, HIPAA, and security requirements and regulations.

Prepare and present comprehensive written and oral reports and recommendations to administrators, legislators, committees, and staff.

Represent SNAMHS and the division in coordinating with other entities to provide services to persons in Southern Nevada with mental illness; establish and maintain effective professional relationships with community agencies, treatment providers, department staff, hospitals, the justice system, and the public; meet with community representatives and other stakeholders concerning health care issues and other matters of interest; conduct education, advocacy, and information gathering and sharing activities.

Supervise assigned managers, supervisors, professionals, and support staff; conduct clinical team meetings; provide appropriate staff training opportunities; perform supervisory functions including hiring, assigning and reviewing work, evaluating performance, and administering discipline; recruit staff for critical vacancies; may supervise staff at the same or higher grade level.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: *Bachelor’s degree from an accredited college or university in public health, health sciences, health administration, business administration, social services or related field and three years of professional experience performing or managing patient care activities in a hospital or medical-related setting including clinical areas such as nursing, therapy, medical records, or hospital administration plus three years of managerial experience over multiple programs in a complex human service delivery organization requiring integration of services with a variety of public sector and private agencies, responsibility for management of program budgets, and supervision of professionals; OR bachelor’s degree from an accredited college or university in public health, health sciences, health administration, business administration, social services or related field and three years of professional experience performing or supporting patient care activities in a mental health or intellectual disability service delivery setting including clinical areas such as nursing, therapy, medical records, or hospital administration plus three years of professional experience in a complex human service delivery organization implementing and monitoring performance-based management processes to ensure clinical goals involving patient care are met in accordance with state and federal requirements, requiring supervision of professionals and preparation of comprehensive reports.*

ENTRY KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: principles, practices and methods of public administration including management and supervision, budgeting and fiscal management, personnel administration, policy development and implementation, and strategic planning. Working knowledge of: health care planning and service delivery systems; regulatory requirements applicable to hospital facilities and services; health care quality assurance processes; types and characteristics of mental illness treated by inpatient or outpatient hospital care. Ability to: plan, organize, coordinate, and manage multiple programs and services in a large hospital; set program priorities; develop, implement, and track attainment of goals and objectives; lead and inspire team-building efforts; gain cooperation from and reconcile competing interests in matters of resource allocation and operational practices; establish and maintain collaborative relationships with outside entities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: division policies and procedures applicable to the hospital. Working knowledge of: State budgeting and legislative processes; State administrative regulations relating to personnel administration and the expenditure of funds; community resources available for persons with mental illness. Ability to: prepare and deliver detailed presentations regarding hospital services and budgets to department and division heads, legislators, and the media.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

10.120

ESTABLISHED:

4/18/12R

7/31/12/UC