

Working Title

Analyst, Insurer Compliance

Name

| Position Number | Reports to Position<br>No., Class & Level | Ministry                   |
|-----------------|-------------------------------------------|----------------------------|
|                 |                                           | Treasury Board and Finance |

Present Classification

Requested Classification

Dept ID

Program Code

Project Code (if applicable)

Reference: [Non-Management Job Description Writing Guide](#) (see [more resources](#) on the CHR website).

**PURPOSE:** Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization. (See Non-Management Job Description Writing Guide [Pages 7-8](#).)

Reporting to an IRMC Manager, this position holds examiner authority as per Section 793 of the *Insurance Act* (Act), and has a direct role in administering the Act, supporting and participating in the supervision of the business of insurance in Alberta, and ensuring all laws related to the conduct of the business of insurance are obeyed and enforced. This role is responsible for managing and conducting regulatory and compliance activities necessary to ensure legislative compliance with respect to insurer Market Conduct and the fair treatment of insurance consumers, and other matters, such as licensing, revenue reporting, appeal panel selection, umpire selections, insurance contract wording submissions, and certified examiner (CE) appointments.

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described. (See Writing Guide [Pages 9-10](#).)

The Compliance Analyst:

- Reviews and responds to telephone and written inquiries from GOA, consumers, representatives, and insurance entities, such as:
  - General telephone and email box:
    - Uses effective problem solving and interpretive skills to provide guidance and advice to stakeholders.
    - Determines level of response needed and determines best person to handle the inquiry.
    - Either handles inquiry or assigns to another member of IRMC.
    - Documents activities in information system according to the relevant procedure documents.
  - Ensures access to information for Albertans, industry representatives and legal counsel with respect to insurance registry information.
  - Liaises with ministry staff and staff in other ministries, such as: Transportation and Economic Corridors, Service Alberta, Municipal Affairs and Kings Printer, to co-ordinate and resolve issues and provide insurance information and insurance data or statistics.

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- Handles various applications to the Superintendent's office, such as, but not limited to, CE appointment requests, revenue reporting, appeal panel selection, umpire selections, wording submissions.
  - Maintain information data base, internal records, and public records.
  - Make selections such as selecting CEs using automated systems and procedures.
  - Communicate decisions to stakeholders.
  - Generate and verify various operational reports.
- Assists with supervisory investigations and examinations:
  - Analyze and investigate market conduct issues that arise and make recommendations for resolution to the Manager of Compliance and/or the Deputy Superintendent.
  - Assist compliance officers with on-site examinations.
  - Support prudential supervision as needed.
  - Collect and analyze information and data and develop reports.
  - In unusual circumstances, may be asked to lend support to other FSRP branches.
- Handle revenue transactions, and coordinate refunds with Financial Services as applicable, such as for the Appeal process.
- Assists with other functions and responsibilities of the Superintendent's office:
  - Risk-based surveys and other data analysis.
  - Providing advice to Insurance Policy Branch, such as providing input on legislation changes, drafting responses documents, attending joint meetings.
- Handling Action Requests for the most part such as Telephone Action Requests and Minister letters.
- Tests new development, changes and modifications to the Insurance Regulatory Information System (IRIS).
  - Test new or enhanced system functionality, business rules and accessibility.
  - Review and /or edit the user manual for internal and external users.
- Reviews internal policies and procedures that support the preparation for review by the Internal Auditor and the Auditor General:
  - Support the development of policies, procedures and systems to ensure the Insurance register, website, and all licensing and market conduct forms are in compliance with legislative requirements.

**SCOPE:** List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job. (See Writing Guide [Pages 11-12](#).)

It is important that the Analyst, Insurer Compliance has the ability to apply the *Insurance Act* and the Superintendent's policies and procedures as well as articulate the findings to stakeholders and Management. This position:

- Communicates regularly and effectively with sophisticated insurance entities, GOA staff, and with consumers.
- Works to support Branch priorities, with occasional work on priorities for the Division and Ministry.
- Demands the use of professional judgement and does not rely solely on rules.



**SCOPE:** List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job. (See Writing Guide [Pages 11-12.](#))

- Requires occasional production of professional correspondence, technical memos, briefings, and reports, with analysis, findings, information, and/or recommendations to decision makers.
- Keeps accurate and appropriate records on work activities and decisions.
- Relies on on-the-job training and consistency to precedent decisions and interpretations.
- Keeps current on industry trends and communications that may result in actions by the Branch.
- Provides back-up to other IRMC Branch Analyst and Compliance Officer positions.

**KNOWLEDGE, SKILLS & ABILITIES:** Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job. (See Writing Guide [Pages 12-14.](#))

This position requires an optimistic, enthusiastic, self-motivated team player with excellent organization and communications skills. The Compliance Analyst must be able to multi-task and cope with a large volume of work in a busy office environment. The Compliance Analyst must have strong analytical and problem-solving skills, the ability to prioritize and make appropriate decisions, and should possess:

- A diploma or degree in business, finance, or related field with associated work experience.
- Knowledge of, and experience in, the insurance industry, including property and casualty and/or life insurance.
- Ability to interpret complex documents such as policy wordings and insurance legislation.
- Ability to communicate effectively and collaborate with a variety of stakeholders.
- Strong listening, verbal, written, and interpersonal skills.
- Advanced knowledge and skills working with Microsoft Office products, including Word, Excel, SharePoint; One Note.
- Strong organizational skills, including the ability to manage a number of priorities simultaneously.
- Ability to work well independently and on a team.
- Proactive problem-solving and decision-making abilities.

**CONTACTS:** The main contacts of this position and the purpose of those contacts. (See Writing Guide [Pages 14-15.](#))

| Client                                                    | Frequency           | Nature and Purpose of Contact                                      |
|-----------------------------------------------------------|---------------------|--------------------------------------------------------------------|
| <u>Internal:</u>                                          |                     |                                                                    |
| Assistant Deputy Minister and Superintendent of Insurance | Weekly, as required | Provide and exchange information                                   |
| Insurance Policy and Communications Staff                 | Daily               | Provide and exchange information                                   |
| Financial Services                                        | Weekly as required  | Provide and exchange information, request refunds.                 |
| <u>External:</u>                                          |                     |                                                                    |
| Insurance Stakeholders                                    | Daily, as required  | Bulletins, telephone calls, insurance history, website             |
| General public                                            | Daily, as required  | Telephone inquiries/complaints/insurance information for consumers |
| Alberta Insurance Council                                 | As required         | Insurance history, ongoing communication                           |

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|                                 |             |                                                           |
|---------------------------------|-------------|-----------------------------------------------------------|
| Automobile Insurance Rate Board | As required | Premium filings, Insurance history, ongoing communication |
|---------------------------------|-------------|-----------------------------------------------------------|

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised.  
(See Writing Guide [Page 15.](#))

Not Applicable

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.  
(See Writing Guide [Pages 15-16.](#))

Updated position description to reflect current duties and business requirements given the automation of several key processes.

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached.  
(See Writing Guide [Page 17.](#))

