

INVESTIGATOR

KIND OF WORK

Office and field work in the examination of complaints regarding insurance agencies, companies and insurance.

NATURE AND PURPOSE

The employee in this class conducts field examinations under the direction of the Claim Investigation Division Supervisor. The employee's primary responsibility is to investigate alleged or suspected statutory violations by insurance companies or agencies. Work involves responsibility for development and initiation of policies and procedures within the general scope outlined by the Claim Investigation Division Supervisor as well as writing reports as to the results of investigations. Work is subject to review by the division supervisor for accuracy and adequacy as well as for adherence to policy and applicable laws.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Respond to complaints and inquiries from the public regarding insurance agents and companies so that the facts are determined and the appropriate course of action is recommended.

Respond to complaints from insurance companies regarding agents' activities and investigate complaints from insureds.

Prepare and verify documents used in complaint hearings so that complete and accurate information is provided.

Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Minnesota insurance laws and practices of insurance agencies and companies as they relate to Minnesota laws.

Minnesota investment laws and practices of investment agencies and companies as they relate to Minnesota laws.

Ability to:

Express thoughts verbally and in writing.

Read and comprehend written material.

Conduct fact-finding interviews by phone or in person.

Plan, organize and carry out work assignments with a minimal amount of supervision.

Est.: 9/26/67

Rev.: 11/77; 3/82; 9/84; 2/93

Ckd.: 10/91

T.C.: 9/84; 2/93

Former Title(s): Insurance Investigator 1
Securities Division Investigator
Commerce Investigator