

COMMERCE CONSUMER LIAISON

KIND OF WORK

Professional enforcement, registration, policy form and rate analysis and licensing work regarding practices of the insurance, banking, securities, real estate and other regulated occupations, professions and industries.

NATURE AND PURPOSE

Under immediate supervision, employees in this class respond to phone calls and letters regarding complaints and inquiries from the public and industry representatives concerning practices of regulated industries. Employees investigate alleged violations of business practices and approve policy and rate filings, investment offerings, and license filings submitted by regulated industries by conducting basic research, reviewing and analyzing materials using guidelines outlined in statutes and rules to approve or deny requests so that businesses operate in compliance and consumers are treated fairly.

This is the entry level position for a series which includes the Commerce Analyst 1-3, the Commerce Investigator and Commerce Investigator, Senior. This position requires advanced vocational training typically attained with a four year college degree or some specialized skills acquired by employment in the industries being regulated; solving problems by a search for solutions which differ depending on situations with discretion limited by standardized practices and procedures and supervisory review of interim progress and final results.

Performs related work as required.

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 questions in oral or written form from the general public or industry representatives to inform consumers of appropriate procedures and required forms by interpreting and clarifying statutes, rules, and regulations related to legal conduct of insurance, banking, securities, real estate and other regulated industries in the State of Minnesota.

Analyze rate filings, registration of investment offerings, or applications requiring the least amount of rule interpretation to determine if submissions are complete in format and adhere to statutory requirements by reviewing and comparing to previous filings, industry standards and trade books, and by reviewing content for conformance to state statutes.

Licensing examples of work:

Approve or recommend approval or denial of education offerings of trade schools, vocational technical schools, colleges or industry sponsored training sessions for licensees so that industry professionals may maintain or apply for licensure by reviewing the coursework offering for compliance with statutes and rules.

Verify individual licensure applications to determine if coursework offerings listed are in compliance by using guidelines established as criteria for coursework certification in statutes, rules and regulations.

Registration examples of work:

Examine investment offerings to determine completeness and proper content so that offerings may be recommended to a higher authority for approval or denial by using guidelines established in rules, regulations, statutes and the Securities and Exchange Commission guidelines.

Examine policy and rate filings to review for completeness and proper content so that filing may be recommended to a higher authority for approval or denial by using guidelines established in rules, regulations, statutes, and the NAIC Blue Book.

Examine initial and renewal license applications to review for completeness and proper content so that applications may be recommended to a higher authority for approval or denial using guidelines established in statutes and rules, and Securities and Exchange Commission guidelines dealing with sales of securities by broker/dealers.

Enforcement Examples of Work:

Investigate written complaints of a limited scope involving single issues and a limited number of parties to determine if a violation exists so that the public may be protected in business dealings under the guidelines of statutes and rules and the Claims Practices Act of Minnesota by acting independently or serving on an investigative team.

Determine if a violation exists based on a written complaint by interviewing and gathering existing information using form letter communication and presenting findings to advanced level professional staff.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Occupational standards of regulated industries sufficient to determine validity of material reviewed.

Area of complaint or inquiry sufficient to determine if the Department of Commerce has jurisdiction or compliance authority.

General business and financial terminology sufficient to determine if submission documents are complete regarding required data.

Ability to:

Explain information regarding complex rules and statutes to the general public and industry professionals sufficient to respond to phone and written inquiries with understanding and tact.

Read, interpret and explain complex rules and statutes sufficient to demonstrate understanding of specific circumstances related to concerns of public clientele.

Analyze technical documents and produce written recommendations which are accurate and comprehensive reviews of technical material.

Est.: 9/67

Merged: 9/84

Rev.: 9/87

T.C.: 3/82

Former Title(s): Insurance Investigator Insurance
Investigator 1

Securities Consumer Liaison