

Job Title: Director, Compliance Analysis

Grade: 15

Salary: \$110,621.00 - \$154,869.00

**Requirements:**

At-will employment applies to the Management Supervisory Service (MSS). All positions and appointments in the MSS serve at the pleasure of the appointing authority and may be terminated at any time with or without cause.

**Qualifications:**

**Education and Experience Requirements:**

Degree in law, business, finance or economics and at least five (5) years of experience in insurance, securities or banking industries in a regulatory agency or the private sector that demonstrates that the applicant possesses the knowledge, skills, and abilities to perform the desired work.

**Job Description:**

**Introduction**

This position is located within the Office of the Deputy Commissioner for Market Compliance, the Department of Insurance, Securities and Banking. The primary purpose of this position is to ensure that regulated entities and individuals in the financial services industries operating in the District of Columbia maintain compliance with applicable laws and regulations.

The incumbent collects industry data about the financial services from industries from regulated entities, consumer organizations and other stakeholders, conducts research, analyzes data, and prepares written and oral recommendations and proposals, guidelines, interpretive guidance and “best practices” as necessary to address unfair trade practices, consumer complaints, and the application of new technologies to ensure consumer protection. The incumbent also proposes new legislation or regulation, or amendments to existing legislation or regulation to ensure the Department stays abreast of latest trends and developments in the financial services industries.

The incumbent establishes functional processes and reporting regimens to develop and coordinate information received from the bureaus and divisions within the Department to identify current and emerging market conditions, and issues which may affect the development, design, and/or distribution of financial products and services in the District. The incumbent utilizes information gained from this information to evaluate the effect of current and proposed changes in financial products and services offered to financial services on consumers in the District.

**Major duties**

The incumbent serves as Director of Compliance Analysis, Office of Market Compliance. In this capacity, he/she is responsible for planning, implementing and coordinating activities related to provisions for consumer advocacy services in the regulation of insurance, securities and banking laws and regulations by supervising the Department’s Consumer Service Manager, who manages a team of consumer services specialist. These specialists assist consumers who file complaints with the Department involving insurance, securities and banking firms operating in the District. The incumbent also manages the Department’s Market Research and Analysis Manager, who manages the Department’s research and market compliance activities. The Market Research and Compliance Manager oversees market compliance examinations, the gathering and analyzing of consumer complaint data, and preparing recommendations to address market compliance problems. The incumbent also establishes and oversees a functional process and reporting regimen to evaluate the effect of current and proposed financial products and services on individual and business consumers. This includes research and analysis of changes in market conditions which affect design, development, access/distribution, utilization and expected results of financial products and services and recommending adjustments to Department evaluation guidelines.

The incumbent develops and coordinates information to support market initiatives and regulatory actions that improve protections for individual and business consumers against abusive financial products, services and/or practices by individuals or corporate entities. Emphasis is placed on developing proactive capabilities to monitor market activities leading to improvements in the approval process for new or modification to existing financial products and services and the development of guidelines and recommendations that lead to best practices within industry sectors.

Job Title: Deputy, Commissioner for Market Operations

Grade: 10

Salary: \$115,928 - \$173,891

**Requirements:** Applicants must have at least one (1) year of specialized experience equivalent to the grade ES-09 (15) grade level, or its non-District equivalent. Specialized experience is experience which is in or directly related to the line of work of the position and has equipped the applicant with the knowledge, skills, and abilities to successfully perform the duties of the position. Examples of specialized experience may include: work with responsibility for expertise in the review, interpretation, application, and enforcement of insurance and/or securities laws; the review, evaluation, and/or assessment of current/proposed financial products and services on identified consumers; and the research, interpretation and synthesizing and/or comparison of information as needed to evaluate current policies and recommend policy alternatives, as needed, or related work experience.

OR

An equivalent combination of education and experience. Supervisory/Managerial experience required.

**Qualifications:**

**Job Description:**

**INTRODUCTION**

The Department of Insurance, Securities and Banking (Department) is responsible for assisting the Commissioner of the Department in the management of the Department’s four operating bureaus: Insurance, Securities, Banking and Risk Finance. The incumbent oversees the execution of District laws and regulations pertaining to the regulation of the financial services industry. The Department has regulatory authority over the insurers, insurance producers, investment advisers, investment adviser representatives, broker-dealers, broker-dealer agents, banks, money transmitters, mortgage lenders, brokers and servicers, student loan servicers and check cashers.

This position functions as Deputy Commissioner to the Commissioner, responsible for carrying out assignments of extreme sensitivity in all areas of the Department's operations, and develops and implements policies used in the enforcement of District laws and regulations pertaining to the regulation of insurance, securities, banking and money services businesses operating in the District.

**POSITION CONTROLS**

The Deputy Commissioner for Market Operations (DCMO) works under the general supervision of the Commissioner of Insurance, Securities, and Banking. The incumbent is relied upon to function with independence in developing program initiatives, accomplishing broad assignments and sharing in the overall accomplishment of the mission of the Department. The DCMO consults with the Commissioner in the formation and implementation of major policy and programs. Work is evaluated in terms of the effectiveness with which the incumbent provides leadership and in the accomplishment of program goals and objectives.

Guidelines include administrative and procedural issuances of the District of Columbia Government, the Department of Insurance, Securities and Banking directives, policies and procedural issuance and regulating material provided by the National Association of Insurance Commissioners, decisions of the courts, the Securities and Exchange Commission, the Federal Deposit Insurance Corporation and other state and federal authorities for financial services and products. Incumbent exercises considerable judgment and ingenuity in interpreting, applying and adapting existing guides, and resourcefulness in developing new or innovative approaches for the resolution of problems.

**DUTIES AND RESPONSIBILITIES**

Establishes a functional process and reporting regimen to develop and coordinate information from market operations that identifies current and emerging market conditions and issues which may affect the development, design, and/or distribution of financial products and services in each industry sector.

Participates fully in setting policy, establishing and achieving program goals, and making major program decisions. Participates in the day-to-day operations, providing general direction and review of offices and subordinate bureau operations for adherence to prescribed policies and procedures. Generates innovative concepts and programs, supervises the implementation of programs, and monitors the effectiveness and consequences on the industry sectors, consumers, and the Department.

Implements policies affecting the Department by supervising the development of strategies for policy implementation and monitoring the results. Reviews budget request documents prepared by bureaus and identifies programs vital to the Department are included.

Job Title: Manager, Consumer Services

Grade: 14

Salary: \$99,659 - \$139,522

**Requirements:**

Degree in business or law or allied field, and at least five (5) years of experience in the financial services industry, or state or federal regulatory agency, preferably in a supervisory position that demonstrates that the applicant possesses the knowledge, skills, and abilities required to perform work in the position.

**Qualifications:**

**Job Description:**

**JOB SUMMARY**

This position is in the Department of Insurance, Securities and Banking, Office of the Deputy Commissioner for Market Compliance, Office of the Director of Compliance Analysis. The position's primary purpose is to manage the intake and resolution of consumer complaints and inquiries. The incumbent monitors marketplace activities of financial services entities doing business in the District, including but not limited to: insurers, insurance agents and brokers, investment advisers, investment adviser representatives, broker-dealers, broker-dealer agents, banks, money transmitters, mortgage lenders, brokers and servicers, student loan servicers and check cashers.

**BRIEF DESCRIPTION OF DUTIES AND RESPONSIBILITIES**

The incumbent serves as Manager of Consumer Services Branch. In this capacity, he/she is responsible for planning, implementing and coordinating activities related to provisions for consumer advocacy services in the administration of insurance, securities and banking laws and regulations by supervising the DISB consumer complaint process and resolving complaints. The incumbent supervises the work of a staff engaged in the following activities:

Receiving and responding to public inquiries. Handling complaints and disputes regarding payment of insurance claims, allegations of violations of insurance, securities and banking laws. Conducting research to develop answers to specific questions and problems; resolving problems through individual counseling or refer consumers to appropriate agency for further assistance; and providing counseling to consumers on financial products and service needs.

Receiving and investigating complaints regarding insurance companies and producers, investment advisers and broker- dealers, District-chartered banks and non-depository financial institutions doing business in the District of Columbia. Conducting investigations by acquiring documentation, records and other evidence from the complainant and other involved parties.

Tracking, reviewing and analyzing factual data to determine complaint trends and emerging issues, examining policy cancelations or non-renewals, advising individuals of their appeal rights. Acting as liaison between complainant and respondent investment adviser or broker-dealer, bank or non-depository financial institution or insurance company or producer to resolve misunderstandings regarding products and services. Performing various activities related to investigations such as updating of files and the complaint tracking database, compiling reports and reviewing staff correspondence.

The incumbent assigns and reviews the work of the subordinate staff, rates employee performance in accordance with established standards; interviews and selects new employees; approves leave; investigates and resolves complaints/differences between employees; gives or provides for training and develops quantitative and qualitative measures for evaluating the performance of subordinate employees. Directly handles complicated or sensitive matters, and performs other related duties as assigned.

**OTHER SIGNIFICANT FACTORS**

Mastery financial market transactions and company operations across the insurance, securities and banking industries. Familiarity with products and services typically provided by insurance, securities and banking firms.

Ability to identify current and emerging trends in financial operations, which could create market transaction problems, and define regulatory remedies to reduce or eliminate market dislocations. Ability to develop and conduct market segment studies aimed at determining key drivers for new financial products and services.

Mastery of and skill in applying the investigative and enforcement techniques; mastery of and skill in problem solving negotiation strategies; project management to conduct in-depth analysis; mastery of management skill and experience in planning; organizing, directing team study work; and negotiating effectively with management to accept and implement recommendations.

Demonstrated skills and experience in providing leadership in a managerial capacity and in providing leadership in a team- based environment; the ability to set appropriate work standards and to hold people accountable for their performance.



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Your Agency or Business Name Here



Job Title: Fraud Investigator

Grade: 12

Salary: \$78,364 - \$100,261

**Requirements:** Three (3) years' experience in an insurance, securities or banking regulatory agency or three (3) years in a law enforcement or other investigative capacity. Professional experience in military or civilian law enforcement or regulatory enforcement agency can substitute on a year-for-year basis for the required college education. No history of criminal record. Free of any medical condition or ailment that would hamper or restrict performance of assigned duties.

**Qualifications:** Knowledge of D.C. Government laws and regulations promulgated to monitor the insurance, securities, and banking industries, internal DISB policies and practices, the theories and concepts of insurance, securities, and banking anti-fraud operations; and principles of business organization. Ability to investigate a wide range of complex regulatory situations to resolution.

Knowledge of investigative organizations supporting enforcement efforts. Strong network of contacts in state and other regulatory enforcement agencies.

Knowledge and understanding of the methods and operations of financial entities and, especially, insurance agent/broker operations in order to conduct investigations of producer wrongdoing.

Knowledge and understanding of the methods and operations of securities broker-dealers and investment advisers, and general familiarity with the securities and financial planning business in order to conduct producer investigations.

Knowledge and understanding of the methods and operations of financial institutions to include depository and non-depository operations. Ability to testify under oath in administrative hearings.

Skilled in oral, written, and technological (computer) communications to present facts and to prepare detailed summary reports of findings in all three (3) financial services areas. Have strong analytical and organizational skills.

Skilled in interview and interrogation techniques and the ability to write thorough reports of results.

Analyzes information received from witnesses and subjects. Ability to clearly, concisely and logically discuss and resolve evidentiary and factual matters with Office of General Counsel

Knowledge in database, various search engines, and methods of protecting sensitive information. Capable of "Surfing the Net" and, proactively, reviewing mass media for materials that may be in violation of regulatory codes. Ability to determine sufficiency of all pertinent evidence and case data to support referral for administrative or regulatory enforcement action.

Job Description:

### Job Summary

The Compliance Branch (CB) of the Enforcement Consumer Protection Investigation Division (ECPD) of the Department of Insurance, Securities and Banking (DISB). The CB ensures consumer protection of DC residents by: (1) conducting administrative investigations of allegations of violations, misconduct or disqualifying activities by financial services producers licensed in the District of Columbia; and (2) The ECPD makes referrals to enforce the District of Columbia Insurance Code, the District of Columbia Securities Act (Public Law 88-01), the District of Columbia Investment Advisers Act of 1992 and all District of Columbia official code provisions under banks and other financial institutions. Also, CB maintains regional partnerships with the Maryland Insurance Administration and the Virginia Bureau of Insurance to further cooperation and best practices.

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Major Duties  
**dchr**



Evaluates referrals to determine the necessity and scope of investigation. Prepares investigative plans. Summarizes, analyzes, and arranges documentary evidence. Conducts interviews of fact witnesses and investigative subjects. Reviews audit reports