



CHIEF, FRAUD BUREAU, DEPARTMENT OF INSURANCE

EXAM CODE: 7IN05
EXAM TYPE: OPEN STATEWIDE
LOCATIONS: STATEWIDE
SALARY INFORMATION: \$8,353 - \$10,475
CLASS/SCHEM CODE: 7545/VL99
RELEASE DATE: 03/29/17
FINAL FILING DATE: 04/28/17

EQUAL EMPLOYMENT & DRUG FREE STATEMENTS

The state of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

POSITION DESCRIPTION

Formulates policy for, plans, organizes and directs the staff of the Fraud Bureau; approves the implementation of programs for the Bureau statewide; establishes policies with licensing agencies and professional self-policing organizations to provide information disclosed by investigation of licensees or members; appears before and provides reports to legislative committees; provides liaison and coordination with management personnel of all insurers admitted to transact insurance in California; represents the Fraud Bureau before the general public, news media, law enforcement and prosecuting agencies, both State and Federal; serves as chairman of the multiagency Automobile Insurance Fraud Prevention Committee; serves as chairman of the Insurance Fraud Advisory Committee; responsible for administering the Automobile Insurance Claim Depository; responsible for final preparation of annual budget and Budget Change Proposals; travels extensively within or outside the State to appear as a speaker or attend meetings on the issues of insurance fraud; provides functional coordination of investigative activities of the Fraud Bureau with both insurance companies and law enforcement agencies; acts as an advisor to the Insurance Commissioner and Deputy Insurance Commissioner; and represents the Fraud Bureau as a speaker on the issues of insurance fraud.



Positions are located in Benicia, Fresno, Los Angeles, Orange, Rancho Cucamonga, Sacramento, San Diego, Silicon Valley, and Valencia.

WHO CAN APPLY

Persons who meet the minimum qualifications of the classification, as stated on this examination bulletin. All applicants must meet the education and/or experience requirements by the final filing date. All applications/resumes must include "to" and "from" employment dates (month/day/year), time-base, and applicable classification titles.

MINIMUM QUALIFICATIONS

Either Pattern I

Experience: One year of experience in the California state service performing law enforcement duties in the class of Assistant Chief, Fraud Bureau.

Or Pattern II

Experience: Five years of progressively more responsible supervisory experience in a peace officer position as defined in Penal Code Section 830.1, 830.2 or 830.3. At least three years must have been in a position which included administrative responsibilities such as budgeting, management analysis, personnel management, statistical analysis or research in an investigative or technical services program area. (Possession of a graduate degree in public administration, business administration, law, political science or related areas may be substituted for one year of the required administrative experience.)

And

Education: Equivalent to completion of two years of college and possession of or be eligible for the supervisory or management certificate of the Peace Officers Standards and Training Commission within 24 months after appointment of this position.

EXAMINATION INFORMATION

QUALIFICATIONS ASSESSMENT – WEIGHTED 100%

The Qualifications Assessment is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification.

Instructions on how to complete the Qualifications Assessment will be mailed out to each candidate who meets the minimum qualifications. Written notifications will be mailed within approximately two weeks after the final filing date. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination. Examination administration and processing time is approximately one month.

ELIGIBLE LIST INFORMATION

An open eligible list will be established for the California Department of Insurance. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire **12 MONTHS** after it is established unless the needs of the service and conditions of the list warrant a change in this period.



Career Credits will not be granted in this examination.

Effective January 1, 2014, **Veterans' Preference** will be awarded to qualifying Veterans who are successful in the examination in the form of Rank placement rather than points. All individuals awarded Veterans' Preference will be certified in Rank 1 of the eligibility list, regardless of score. All open exams/eligible lists will award Veterans' Preference, regardless of the classification.

SPECIAL TESTING ARRANGEMENTS

If you are an individual with a disability and need reasonable accommodation to participate in this examination, please mark the box in question #2 on the "examination application." You will be notified in writing to determine what assistance can be provided.

KNOWLEDGE, SKILLS, & ABILITIES

In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis will also be on measuring competitively, relative to job demands, each competitor's:

Knowledge of:

1. Programs, policies and procedures of the Fraud Bureau.
2. The Criminal Justice System and governmental functions and organizations.
3. Principles of public administration, personnel management and effective supervision.
4. Principles of organization, administration and management.
5. General insurance claims settlement principles, practices, related statutes.
6. Relevant court decisions.
7. Techniques of investigative work.
8. Criminal investigative techniques and procedures.
9. Rules of evidence and court procedures.
10. Laws of arrest, search and seizure.
11. Service of legal process and the legal rights of citizens.
12. Interview and interrogation processes and procedures.
13. Provisions of the California Penal Code, Insurance Code and related statutes in Federal law.
14. The securing and preservation of evidence.
15. The use and capabilities of the Insurance Fraud Information System (IFIS) and California Law Enforcement Telecommunications System (CLETS) computers.
16. The Department's Affirmative Action Program objectives.
17. A manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.

Ability to:

1. Administer and manage law enforcement programs, analyze and evaluate complex administrative problems.
2. Organize and direct the work of others, analyze data and speak and write effectively.
3. Apply laws and rules of evidence to specific situations.
4. Gather and analyze facts and evidence.
5. Write effective reports of case investigation for prosecutors, both State and Federal.
6. Analyze situations accurately and take effective action.
7. Conduct interviews of witnesses and interrogate suspects.
8. Effectively participate in, or direct, undercover and surveillance assignments.
9. Photograph crime scenes and use sophisticated evidence gathering equipment.
10. Properly prepare and execute search warrants.
11. Make felony arrests.



12. Testify in court and appear as an expert witness.
13. Appear before public and private groups and explain departmental objectives and programs and secure cooperation and assistance of such groups.
14. Establish and maintain cooperative working relationships.
15. Act independently with open-mindedness, flexibility and tact.
16. Effectively contribute to the Department's affirmative action objectives.

*Knowledge, Skills and Abilities are listed exactly as they appear on the CalHR class specification. Some statements may no longer apply.

SPECIAL PERSONAL CHARACTERISTICS

Willingness to work throughout the State and at unusual hours; keenness of observation; good memory for names, faces, places, and incidents; willingness to associate with criminally inclined persons and environments; satisfactory record as a law-abiding citizen; and possession of a valid California driver's license of the appropriate class issued by the Department of Motor Vehicles.

FILING INSTRUCTIONS

To apply for this examination, please complete and return the following:

- [Standard State Employment Application \(Form STD 678\)](#)
- [Conditions of Employment \(Form 631\)](#)
- Copy of unofficial school transcripts or degree (if applicable to meeting minimum qualifications)

**Send completed application package to:
California Department of Insurance
Human Resources Management Division
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
Attention: Alysa Stockdale-Hollis**

***FAILURE TO SUBMIT ANY OF THE REQUIRED DOCUMENTATION LISTED ABOVE MAY RESULT IN
DISQUALIFICATION FROM THIS EXAMINATION***

Applications must be **POSTMARKED** no later than the cut-off date. Do not submit applications to the California Department of Human Resources (CalHR.) Electronic copies of the application will not be accepted. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will not be accepted for any reason.

CONTACT INFORMATION

Any questions regarding the minimum qualifications, applying for the examination, being scheduled for the examination, reasonable accommodations, the examination components, scoring, etc., may be directed to the contact information below:

EXAM ANALYST: Alysa Stockdale-Hollis
PHONE NUMBER: 916-492-3355
EMAIL ADDRESS: CDISelectionsAndRecruitmentUnit@Insurance.ca.gov



GENERAL INFORMATION

The California Department of Insurance reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

For an examination without a written feature, it is the candidate's responsibility to contact the California Department of Insurance, Human Resources Management Division, (916) 492-3254 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the California Department of Insurance offices, California Department of Human Resources, local offices of the Employment Development Department, and on the internet at www.jobs.ca.gov.

If you meet the requirements stated on the reverse, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the examination or placement on the employment list.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, are used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

Veterans Preference: Pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows: 1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference. 2. An entrance examination is defined, under the law, as any open competitive examination. 3. Veterans Preference is not granted once a person achieves permanent civil service status. The California Department of Human Resources has information on how to apply for Veterans' Preference on their website at <http://www.jobs.ca.gov> and on the Application for Veterans' Preference form <http://jobs.ca.gov/PDF/SPB1093.pdf>. Additional information is also available at the Department of Veterans Affairs website at <http://www.cdva.ca.gov/>.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Candidates must be in a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment of records and personal history and fingerprinting may be required.

California Department of Insurance
Human Resources Management Division
Selections & Recruitment Unit
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
916-492-3300

If hearing impaired, call the California Relay Service.

1-800-735-2929 (From TDD Phone)
1-800-735-2922 (From Voice Phone)

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.