



# Illinois Department of Insurance

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**JB PRITZKER**  
Governor

**DANA POPISH  
SEVERINGHAUS**  
Director

March 24, 2023

To the Honorable Members of the General Assembly:

The State Service Assurance Act, 5 ILCS 382/3-1, requires each state agency to report annually to the General Assembly their staffing level of front-line bilingual employees in certain AFSCME bargaining unit positions.

Please find the enclosed report of bilingual employees currently employed by the Department of Insurance.

Should you have any questions or need more information, please contact Matt Goldie, EEO Officer and Affirmative Action Coordinator, at (217) 720-7186, or [Matthew.T.Goldie@illinois.gov](mailto:Matthew.T.Goldie@illinois.gov).

Sincerely,

Dana Popish Severinghaus  
Director



# Illinois Department of Insurance

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J.B. Pritzker  
Governor

Dana Popish Severinghaus  
Director

<b>Employees of the Department of Insurance Receiving Bilingual Pay, March 31, 2023</b>			
<b>Employee Name</b>	<b>Position Title</b>	<b>Position Number</b>	<b>Language</b>
Maileen Carrasquillo	Insurance Analyst	21571-14-17-500-32-01	Spanish
Gabriel Martinez	Insurance Analyst	21571-14-17-500-32-01	Spanish
Cameron Beedie	Insurance Analyst Trainee	10-000-02-01	Spanish

1. POSITION TITLE		WORKING TITLE (IF ANY)		BILINGUAL CODE	POSITION TITLE OPTION CODE		2. POSITION NUMBER		
EXISTING POSITION									
NEW/REVISED POSITION				29	SS1		21571-14-17-500-32-01		
3. AGENCY		4. BUREAU/DIVISION		5. EXMT CODE	6. WORK COUNTY	7. AI AUTH	8. AUDIT	9. OFFICE USE	
EXISTING POSITION									
NEW/REVISED POSITION		P & C Products		0	016	2	R		
10. SECTION		11. UNIT		12. TRANSACTION CODE		13. EFFECTIVE DATE			
EXISTING POSITION				<input type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input checked="" type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION		01/16/2022			
NEW/REVISED POSITION		P & C Complaints		P & C Complaints/Chicago					
14. WORK LOCATION		15. BARGAINING/TERM CODE		RUTAN EXEMPT					
EXISTING POSITION									
NEW/REVISED POSITION				N					
Cook									
% OF TIME		16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS							
30%		1. Advises and responds to consumers contacting the Department's toll-free number and visiting the Department in person by providing routine information regarding property and casualty insurance: <ul style="list-style-type: none"> <li>works under the direction of upper level analysts to respond to routine inquiries explaining coverage, policy provisions, applicable insurance laws and regulations,</li> <li>evaluates and compares policies,</li> <li>advises consumer agency functions, policies, and procedures with regards to assistance with property &amp; casualty insurance appeals, complaints, and disputes,</li> <li>assists consumers with filing of formal written complaints,</li> <li>assists upper level analysts and consumers by providing status of complaints to complainants,</li> <li>maintains tally of all calls received and made daily,</li> <li>prepares and assembles materials for mailing to callers and inquirers.</li> </ul>							
20%		2. Reviews and analyzes written correspondence received by the Property & Casualty Complaints Section, determining status (complaint or inquiry), proper respondent (insurer name) and							

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% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
	<p>processing through the electronic system for handling by an assigned property &amp; casualty analyst:</p> <ul style="list-style-type: none"> <li>• utilizes resources from within the Department, including registered entity database, producer database, and from outside the Department, including the internet to assist in identifying entities not recognized as registered entities within the Department.</li> </ul>
20%	<p>3. Researches and responds to routine entry level inquiries from insurers, producers, attorneys and other interested individuals, organizations, or groups:</p> <ul style="list-style-type: none"> <li>• interacts with other Departmental staff, staff of other state agencies and insurers to gather information regarding policy provisions and to obtain clarifications and interpretations of policies and procedures and applicable laws and regulations,</li> <li>• reviews materials published by other agencies as well as the Illinois Insurance Code and reference materials such as Consumer Fact Sheets,</li> <li>• utilizes the electronic complaint system to create or select letter to be sent to the inquirer.</li> </ul>
15%	<p>4. Receives training to conduct examinations into routine entry level complaints filed by consumers, or other interested parties acting on the behalf of a consumer against an insurance company involving property &amp; casualty insurance:</p> <ul style="list-style-type: none"> <li>• communicates effectively and professionally with the complainant and insurer to obtain factual information regarding the policy and the dispute,</li> <li>• reviews the complaint and company response, the applicable policy provisions and Illinois laws and regulations to determine if violations have occurred,</li> <li>• advocates for consumer to resolve complaints within the contract provisions and the insurance laws and rules,</li> <li>• utilizes the electronic complaint system to select appropriate closing letter and edit as needed,</li> <li>• properly categorizes the complaint in compliance with the National Association of Insurance Commissioners (NAIC) closing codes,</li> <li>• works with upper level analysts and supervisor, becomes more familiar with insurance laws and rules and attends offered training sessions.</li> </ul>
10%	<p>5. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints:</p> <ul style="list-style-type: none"> <li>• translates and interprets for staff of other areas of the Department in interactions with Spanish Speaking individuals.</li> </ul>
5%	<p>6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.</p>

17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

WORKING TITLE (IF ANY)

Public Service Administrator 37015-14-17-500-30-01

18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

- Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies

19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

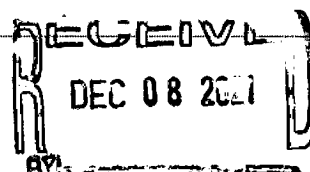
1. Requires knowledge, skill, and mental development equivalent to completion of four years of high school.
2. Requires satisfactory completion of Insurance Analyst Trainee training program or one year of experience in the insurance industry.

Preferred Qualifications (In Order of Significance)

1. ; working knowledge of the Illinois Insurance Code, departmental rules, regulations, executive bulletins and general insurance company methods and procedures, particularly as related to property and liability types of financial regulations; as related to policy evaluation, license, and complaint resolution.
2. working knowledge of accounting principles and auditing methods.
3. vorking knowledge of office methods and procedures.
4. working knowledge of the functions, products, and services of the department.
5. ; the ability to read, assimilate and recall with clarity particulars pertaining to life and annuity insurance.
6. ability to properly analyze financial statements and/or evaluate contractual provisions of insurance policies.
7. ability to solicit information from individuals that has value for a given purpose.
8. ability to actively interpret the Illinois Insurance Code and departmental rules, regulations, and executive bulletins.
9. ability to compose effective and comprehensible correspondence.
10. ability to perform fact finding and investigative interviews.
11. ; ability to establish and maintain satisfactory working relationships with coworkers, insurance company representatives and the general public.
12. ; working knowledge of appeal procedures, external independent reviews, and complaint resolution.
13. ; working knowledge of Microsoft Word, Microsoft Office Outlook, Lotus Notes, and the Internet.

<b>20. CONDITIONS OF EMPLOYMENT</b>			
1. Requires ability to speak, read and write Spanish at a colloquial skill level. 2. Requires ability to pass a background check.			
<b>21. POSITION POSTING/MARKETING STATEMENT:</b> Information in this statement is <u>NOT</u> intended to be all-encompassing or to address all responsibilities of the position.			
The Illinois Department of Insurance is seeking to hire an Insurance Analyst. This position advises and responds to consumers contacting the Department's toll-free number and visiting the Department in person by providing routine information regarding property and casualty insurance; reviews and analyzes written correspondence received by the Property & Casualty Complaints Section; researches and responds to routine entry level inquiries from insurers, producers, attorneys and other interested individuals, organizations or groups; receives training and conducts investigations into routine entry level complaints filed by consumers, and complainants, or other interested parties acting on the behalf of a consumer against an insurance company involving property & casualty insurance. The position utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints and provides translation and interpretation for staff of other areas of the Department. We invite all qualified applicants to apply.			
<b>22. ABOUT THE AGENCY/BUREAU/PROGRAM</b>			
The Department of Insurance (DOI) regulates the insurance market in the State of Illinois including, but not limited to, licensing and educating insurance agents, investigating Workers Compensation fraud, and examining the operations and finances of insurance companies domiciled in the state. We are committed to protecting consumers and regulating the insurance industry with innovation and efficiency. DOI has approximately 220 employees who are split between our Chicago and Springfield offices.			
<b>DIRECTOR OF CMS SIGNATURE</b>	<b>IMMEDIATE SUPERVISOR SIGNATURE</b>	<b>AGENCY HEAD SIGNATURE</b>	<b>DATE</b>
<i>Jeanul Brachy</i> 3/13/22		<i>Dana Popielshus</i>  <i>Beth Kuntzehaus</i>	2/4/2022

1. POSITION TITLE	WORKING TITLE (IF ANY)	BILINGUAL CODE	POSITION TITLE OPTION CODE	2. POSITION NUMBER				
EXISTING POSITION								
NEW/REVISED POSITION			SS	21566-14-10-000-02-01				
Insurance Analyst Trainee		29						
3. AGENCY	4. BUREAU/DIVISION	5. EXMT CODE	6. WORK COUNTY	7. A/I AUTH	8. AUDIT	9. OFFICE USE		
EXISTING POSITION								
NEW/REVISED POSITION	Chief Deputy Director of Product Lines	0	084	2	R	N		
Insurance								
10. SECTION	11. UNIT	12. TRANSACTION CODE			13. EFFECTIVE DATE			
EXISTING POSITION		<input checked="" type="checkbox"/> MA021 ESTABLISH <input type="checkbox"/> MA022 EXEMPT CODE CHANGE <input type="checkbox"/> MC024 POSITION NUMBER CHANGE <input type="checkbox"/> MC026 CLARIFY <input type="checkbox"/> MC027 ADDITIONAL IDENTICAL CHANGE <input type="checkbox"/> MC028 WORK COUNTY CHANGE <input type="checkbox"/> MD021 ABOLISH <input type="checkbox"/> MC149 DOWNWARD REALLOCATION <input type="checkbox"/> MC150 LATERAL REALLOCATION <input type="checkbox"/> MC158 UPWARD REALLOCATION			12/16/2021			
NEW/REVISED POSITION								
14. WORK LOCATION	15. BARGAINING/TERM CODE	RUTAN EXEMPT						
EXISTING POSITION								
NEW/REVISED POSITION	RC014	N						
Sangamon								
16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS								
% OF TIME								
25%	1. Receives orientation and training in the meanings and applications of the Illinois Insurance Code and appurtenant rules, regulations, bulletins, and interpretations in the subject area; <i>for a period of six to twelve months, participates in an agency training program:</i> <ul style="list-style-type: none"> <li>receives on-the-job training in specialized areas of insurance, life, accident, health, property and casualty and producer licensing,</li> <li>assigned to Divisions under the Chief Deputy Director of Product Lines to enhance experience in basic processing procedures, terminology, and techniques to become familiar with interrelationships among Agency operating areas.</li> </ul>							
15%	2. Receives training and learns to review annual financial statements and reports for determination of solvency and accuracy of the financial status of insurance companies: <ul style="list-style-type: none"> <li>confers with companies concerning irregularities or omissions.</li> </ul>							
15%	3. Receives training and learns to review and analyze policy forms submitted for departmental approval: <ul style="list-style-type: none"> <li>refers irregularities and discrepancies regarding acceptance of policy forms and revisions to a higher-level analyst for review and indication of appropriate action.</li> </ul>							



% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
10%	4. Receives training in the processing of insurance complaints for which responses are within developed interpretations/guidelines from Illinois consumers: <ul style="list-style-type: none"> <li>• communicates with insurance carriers to provide response to such complaints.</li> </ul>
10%	5. Analyzes and reviews license applications submitted to the department for processing: <ul style="list-style-type: none"> <li>• reviews and analyzes basic licensing and education records of individuals which are identified by processing staff as having potential problems, irregularities, or omissions'</li> <li>• refers questionable records to supervisor for review and determination of appropriate action.</li> </ul>
10%	6. Receives orientation in the mode of communicating and deriving information/data, e.g., in particular insurance areas and what information/data is required to produce decisions/conclusions: <ul style="list-style-type: none"> <li>• learns how to frame questions that are directed to a required provision of information/data,</li> <li>• receives training on use of multiple computer system applications, resolution, and processes, as well as basic letter writing and telephone skills,</li> <li>• utilizes courtesy in responding to queries that are of major concern to individuals.</li> </ul>
10%	7. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking insurance company representatives, licensees and consumers with insurance-related inquiries and complaints: <ul style="list-style-type: none"> <li>• translates and interprets for staff of other areas of the Department in interactions with Spanish speaking individuals.</li> </ul>
5%	8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

17. POSITION TITLE AND NUMBER IMMEDIATE SUPERVISOR (Responsible for assigning and reviewing work, preparing, conducting and signing performance evaluations; effectively recommending and imposing disciplinary action and adjusting grievances for the incumbent of this position.)

Senior Public Service Administrator 40070-14-10-000-00-01	WORKING TITLE (IF ANY) Chief Deputy Director of Product Lines
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18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

Supervisor     Lead Worker

NOTE: Supervisory or lead worker responsibilities must be described in a detailed duty statement(s) with a time percentage(s) allotted. If a box was checked above, list position title, position number, and number of subordinate incumbents or authorized funded headcount.

Position Title	Position Number	No. of Incumbents or Funded Vacancies



19. SPECIALIZED KNOWLEDGES, SKILLS, ABILITIES, LICENSURE OR CERTIFICATION NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THE WORK OF THIS POSITION. NOTE: SINCE THERE ARE NOW SEVERAL OPTIONS OF SKILLS AND ABILITIES AND LICENSURE OR CERTIFICATION IDENTIFIED ON STANDARDS, THE PHRASE "SAME AS SPECIFICATION" CAN NO LONGER BE USED.

Minimum Qualifications

1. Requires knowledge, skill, and mental development equivalent to completion of four years of high school.

Knowledge, Skills, and Abilities

1. Requires elementary knowledge of office methods and procedures, internalized accounting practices and work principles.
2. Requires ability to assimilate procedures, criteria as derived from the Illinois Insurance Code.
3. Requires ability to receive, understand and follow verbal instructions.
4. Requires ability to literally translate written instructions to specified products/services.
5. Requires the ability to speak, read and write Spanish at a colloquial skill level.

20. CONDITIONS OF EMPLOYMENT

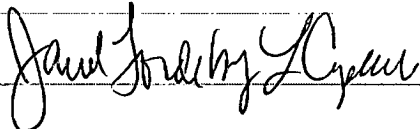
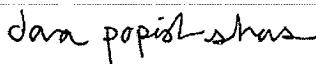
1. Requires ability to pass background check.

21. POSITION POSTING/MARKETING STATEMENT: Information in this statement is NOT intended to be all-encompassing or to address all responsibilities of the position.

The Department of Insurance is seeking to hire an Insurance Analyst Trainee with the Spanish speaking option. This position is trained under immediate supervision, for a period of six to twelve months in a training program designed to develop the necessary skills to perform in the various phases of insurance regulation. The trainee receives orientation and training in the meanings and applications of the Illinois Insurance Code and appurtenant rules, regulations, bulletins, and interpretations in the subject area. The position receives on-the-job training in specialized areas of insurance, life, accident, health, property and casualty and producer licensing. The trainee will be assigned to Divisions under the Chief Deputy Director of Product Lines to enhance experience in basic processing procedures, terminology, and techniques to become familiar with interrelationships among Agency operating areas. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking insurance company representatives, licensees and consumers with insurance-related inquiries and complaints and provides translation and interpretation for staff of other areas of the Department. After successful completion of on-the-job training and instruction, during which periodic evaluations will be made, the trainee will qualify for promotion to fill targeted vacancies as an Insurance Analyst. We invite all qualified applicants to apply.

22. ABOUT THE AGENCY/BUREAU/PROGRAM

The Department of Insurance (DOI) regulates the insurance market in the State of Illinois including, but not limited to, licensing and educating insurance agents, investigating Workers Compensation fraud, and examining the operations and finances of insurance companies domiciled in the state. We are committed to protecting consumers and regulating the insurance industry with innovation and efficiency. DOI has approximately 220 employees who are split between our Chicago and Springfield offices.

DIRECTOR OF CMS SIGNATURE	IMMEDIATE SUPERVISOR SIGNATURE	AGENCY HEAD SIGNATURE	DATE
		 <i>Beth A. Quintana</i>	12/7/2021