



SUPERVISING FRAUD INVESTIGATOR II, DEPARTMENT OF INSURANCE

EXAM CODE: 0IN07
EXAM TYPE: DEPARTMENTAL PROMOTIONAL
LOCATIONS: FRESNO, LOS ANGELES, ORANGE, SACRAMENTO, SAN BERNARDINO, SAN DIEGO, SANTA CLARA, SOLANO
SALARY INFORMATION: \$8,024 - \$10,451
CLASS/SCHEM CODE: 7542/VL97
RELEASE DATE: 02/12/2020
FINAL FILING DATE: Continuous

EQUAL EMPLOYMENT OPPORTUNITY / 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

This is the full supervisory level in this series. Under the direction of the Bureau Chief, Criminal Investigations Branch, Fraud Division, incumbents function as the manager responsible for planning, organizing, and directing the law enforcement staff and programs in a designated geographical area of the State; manage the regional office budget; oversee the implementation of the training program for local law enforcement agencies and insurance company personnel in their region; prepare and facilitate a formal public outreach program to provide training in insurance fraud awareness, detection, and reporting requirements; assist in the administration of a specialized investigative program or project as mandated by law or required by Division administration; act as liaison when representing the Department, Branch, or Division before allied law enforcement, State and Federal prosecutors, and insurance industry groups; appear as a speaker before law enforcement, and public and insurance industry groups; direct and control on-scene media events; coordinate Grant Funded task force operations with prosecutors and allied law enforcement; prepare and implement Branch and Division policy and procedures; review and analyze regional area crime trends; identify and develop formal in-house training programs to meet Branch and Division needs; manage and assist in the



development of various Division budgets; testify at criminal, legislative, and administrative proceedings as an expert witness; and prepare, analyze, and monitor legislation affecting the Branch and Division.

WHO CAN APPLY

Applicants must have a permanent civil service appointment with the California Department of Insurance within three years of the final filing date in order to take this examination. Employees who have limited-term appointments in the department for which the examination is being given (provided they have had a permanent appointment and no subsequent break in service) are allowed to participate in open statewide examinations in the department. Otherwise, employees must be:

- 1) A current or former employee of the legislature for two or more years as defined in government code (GC) section 18990; OR
- 2) A current or former non-elected exempt employee of the executive branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in GC section 18992; OR
- 3) Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in GC section 18991.

Deployed Veterans can take deferred promotional examinations.

APPLICATION FILING INSTRUCTIONS

Final Filing Date:

Applications will be accepted on a **continuous basis**.

Who Should Apply:

Persons who meet the minimum qualifications as stated on this announcement may apply to take this examination. Once you have taken and passed this examination, **you may not retake it for twelve (12) months**.

How to Apply:

EMAILED APPLICATIONS ARE PREFERRED. Submit your completed [EXAMINATION/EMPLOYMENT APPLICATION \(STD 678\)](#) along with any required educational documentation (if applicable) via email at CDIExaminations@insurance.ca.gov Please include **Exam Code/Title: 0IN07 SUPERVISING FRAUD INVESTIGATOR II, DEPARTMENT OF INSURANCE** in the subject line of your email.

The Examination/Employment Application (STD. 678) is available through your [CalCareer Account](#) or the internet at <https://jobs.ca.gov/pdf/STD678.pdf>.

Once your application has been verified as meeting the requirements for admittance to the examination, you will be **emailed** the Training & Experience Assessment instructions. Please be sure to include your current email address on your application.

Applications may also be delivered in person or by mail. Incomplete applications will not be accepted. Applications must include: "to" and "from" dates (month/day/year), hours worked, civil service class title(s), for all work experience, and the exam code and title 0IN07 Supervising Fraud Investigator II, Department of Insurance. Resumes will not be accepted in lieu of a State Application (STD 678).



EMAIL SUBMISSION:

SUBJECT LINE: 01N07 SUPERVISING FRAUD INVESTIGATOR II, DEPARTMENT OF INSURANCE

EMAIL ADDRESS: CDIExaminations@insurance.ca.gov

Submitted no later than 11:59 p.m. Pacific Time by the cut-off date specified on this examination announcement.

FILE-IN-PERSON / MAILING ADDRESS:

DEPARTMENT OF INSURANCE
HUMAN RESOURCES MANAGEMENT DIVISION
ATTN: EXAMINATION UNIT
300 CAPITOL MALL, 13th FLOOR
SACRAMENTO, CA 95814

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

Applications will be accepted on a continuous basis. Do not submit applications to the California Department of Human Resources (CalHR.).

If you are personally delivering your application, you must do so between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding holidays to the same street address as listed above.

Completed applications and all required documents must be received or postmarked by the cut-off date in order to be considered for the current month. If an application is received after the cut-off date with a late or missing postmark, the application is considered late and will be included in the next cut-off date for processing. It is the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked if applying by way of U.S. mail or contains proof of timely deposit with a parcel delivery or courier service. Dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the United States Postal Service (USPS), are not considered postmark dates for the purpose of determining timely filing of an application.

MINIMUM QUALIFICATIONS

Either I

Experience: One year of experience performing investigative duties in the California state service performing the duties of a Supervising Fraud Investigator I, Department of Insurance.

Or II

Experience: Four years of increasingly responsible experience as a peace officer as defined in Sections 830.1, 830.2, 830.3, or 830.8 of the California Penal Code, Chapter 4.5, in an investigative assignment performing criminal investigations, at least two years of which must have been in a supervisory capacity. (Experience in the California state service applied toward this requirement must include at least two years performing the duties comparable to the classification of Supervising Fraud Investigator I, Department of Insurance.) **And**

Education: Equivalent to completion of two years of college (60 semester units) with a major in law enforcement, criminal justice, administration of justice, police science, or criminology, and possession of, or



eligibility for, the Peace Officers Standards and Training Specialized Supervisory Certificate within 24 months of appointment. (Applicants who are being considered for positions assigned as "Peace Officer" status, as defined by California law, must possess the educational equivalent of completion of the 12th grade.)

MINIMUM AGE REQUIREMENT

Minimum age at time of appointment: 21 years.

CITIZENSHIP REQUIREMENT

Citizenship Requirement: Pursuant to Government Code Section 1031(a), in order to be a peace officer, a person must be either a U.S. Citizen or be a permanent resident alien who is eligible for and has applied for U.S. Citizenship. Any permanent resident alien who is employed as a peace officer shall be disqualified from holding that position if his/her application for citizenship is denied.

EXAMINATION INFORMATION

TRAINING AND EXPERIENCE ASSESSMENT – WEIGHTED 100%

The examination consists solely of a Training and Experience Assessment. To obtain eligibility, a minimum score of 70% must be received. Instructions on how to complete the Training and Experience Assessment will be sent via email to each candidate who meet minimum qualifications.

The testing office will accept examination packets on a continuous basis. Applications will be reviewed to ensure the minimum requirements for participation in this exam are met. Possession of the entrance requirements does not assure a place on the eligible list. Applicants will receive their score results 4-6 weeks after each cut-off date by US Postal mail. Names of successful competitors will be merged into the list in order of final scores, regardless of test date. Once you have taken and passed the examination, you may not retest for **12 MONTHS** from the established list date.

Continuous testing cut-off dates will be the last business day of each month and all applicants must meet the minimum qualifications as of the cut-off date.

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.

VETERAN'S PREFERENCE

Veteran's preference **will not** be granted in this examination.

CAREER CREDITS

Career Credits **will not** be granted in this examination.



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. Knowledge of Criminal investigative techniques and procedures.
2. Knowledge of rules of evidence and court procedures.
3. Knowledge of laws of arrest, search and seizure, including seizure of computers.
4. Knowledge of proper tactics and use of force in making arrest, felony car stops, and high risk entries.
5. Knowledge of service of legal process and the legal rights of citizens.
6. Knowledge of interview and interrogation techniques.
7. Knowledge provisions of the California Penal Code, Insurance Code, Evidence Code, Business and Professions Code, Health and Safety Code, and related Federal statutes.
8. Knowledge of techniques for securing, preserving, and handling evidence.
9. Knowledge of the use and capabilities of the California Law Enforcement Telecommunications System (CLETS) and the Fraud Integrated Data Base (FIDB).
10. Knowledge of sources of information in locating witnesses and suspects.
11. Knowledge of general training techniques and methods as applied to peace officer training.
12. Knowledge of undercover operations utilizing informants.
13. Knowledge of procedures for operating specialized surveillance equipment.
14. Knowledge of computer applications and software utilized by the Fraud Division.
15. Knowledge of Department and Branch policies and procedures.
16. Knowledge of application of principles and techniques of personnel management and supervision.
17. Knowledge of advanced training techniques and methods as applied to police officer training.
18. Department's Equal Employment Opportunity Program objectives.
19. Knowledge of a supervisor's role in the Equal Employment Opportunity Program and the processes available to meet equal employment opportunity objectives.
20. Knowledge of techniques and methods involved in administering specialized investigative and enforcement programs and the implementation of training programs to other law enforcement agencies.
21. Knowledge of organization and functions of the Fraud Division and its relationship to other law enforcement agencies.

Ability to:

1. Ability to plan and conduct complex investigations into insurance fraud and white-collar crime.
2. Ability to apply laws and rules of evidence to specific situations.
3. Ability to gather and analyze facts and evidence.
4. Ability to write clear and concise reports of case investigation for State and Federal prosecutors.
5. Ability to analyze situations accurately and take effective action.
6. Ability to conduct interviews of witnesses and interrogate suspects.
7. Ability to effectively participate in, or direct, undercover operations and surveillance assignments operations.
8. Ability to establish and maintain effective working relationships and be able to speak effectively before groups.
9. Ability to adapt quickly to changing situations.



10. Ability to photograph crime scenes and use sophisticated evidence gathering equipment.
11. Ability to properly prepare and execute search warrants including, but not limited to, the search and seizure of computer equipment.
12. Ability to make felony arrests using proper tactics.
13. Ability to appear and testify as an expert witness in State and Federal courts.
14. Ability to file criminal complaints in State and Federal courts.
15. Ability to use, maintain, and qualify with Division approved firearms, and maintain firearms, and maintain firearm proficiency as required by POST and Division policy.
16. Ability to properly utilize emergency equipped vehicles.
17. Ability to serve legal documents.
18. Ability to transcribe and dictate reports of surreptitious recordings.
19. Ability to develop and control confidential informants.
20. Ability to operate computer applications and software utilized by the Fraud Division.
21. Ability to participate in covert stationary, mobile, or aerial surveillances.
22. Ability to serve as range master, defensive tactics, and computer forensic expert on special forensic assignments.
23. Ability to assume fictitious identities for undercover roles.
24. Ability to plan, conduct, and coordinate complex investigations as a lead agent.
25. Ability to conduct and coordinate multiagency task force operations.
26. Ability to provide insurance fraud awareness, detection, and training on reporting requirements to allied law enforcement insurance industry personnel, and the general public.
27. Ability to conduct background and internal affair investigations as required.
28. Ability to act as a Division Training Instructor or Field Training Investigator.
29. Ability to plan and conduct the most difficult and complex criminal investigations.
30. Ability to effectively supervise the work of a team of criminal investigators, other investigative personnel, and support staff.
31. Ability to provide technical advice and training to law enforcement agencies and insurance industry personnel.
32. Ability to independently supervise a special project or assignment in a region or statewide basis.
33. Ability to competently conduct background and internal affairs investigations.
34. Ability to provide training to allied law enforcement, insurance industry personnel, and the general public relative to fraud detection and prevention.
35. Ability to effectively contribute to the Department's equal employment opportunity objectives and the processes available to meet equal employment opportunity objectives.
36. Ability to plan, organize, and manage the investigative efforts of two or more teams in a region.
37. Ability to manage a specific program or project by region or statewide.
38. Ability to employ sound management principles in regional procurement practices.
39. Ability to formally present information regarding insurance fraud detection, awareness, and reporting to various groups (e.g., law enforcement personnel, insurance industry personnel, or the general public).
40. Ability to develop and administer budgets for Division and regional offices utilizing sound fiscal management techniques.
41. Ability to identify local insurance fraud crime trends.
42. Ability to understand how written laws, policies, and codes relate to the Fraud Division and regional office policies and procedures.
43. Ability to make decisions to accomplish Department, Division, or regional office goals.



SPECIAL PERSONAL CHARACTERISTICS

Willingness to work throughout the State and at unusual hours, as required; keenness of observation; good memory for names, faces, places, and incidents; associate with criminally inclined persons and environments in performance of duties; satisfactory maintain a clean record as a law-abiding citizen; possess a valid driver license of the appropriate class issued by the Department of Motor Vehicles; work under stress and adverse conditions; perform tedious tasks (e.g., reading through large case investigation files, or working in a surveillance vehicle for long periods of time); learn about insurance fraud and related legal issues and procedures; comply with established policies and procedures of the Fraud Division; physically restrain suspects while performing the duties of a peace officer; carry out all peace officer duties; speak in front of groups; carry firearms; travel frequently; and safely operate a motor vehicle.

SPECIAL PHYSICAL CHARACTERISTICS

Good health, sound physical condition, and free from any physical or mental condition that would interfere with performance of duties; effective use of both hands; strength, endurance, and agility; emotional stability; normal hearing; normal vision or vision corrected to normal; and weight proportional to age and height.

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 at CDIExaminations@insurance.ca.gov three weeks after the cut-off date if he/she has not received a progress notice.

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, Oakland, 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.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Informational Counter of State Personnel Board offices.

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
Classifications and Examinations Unit
300 Capitol Mall, 13th Floor
Sacramento, CA 95814
CDIExaminations@insurance.ca.gov

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.