



State of New Jersey
DEPARTMENT OF BANKING AND INSURANCE
OFFICE OF HUMAN RESOURCES

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NOTICE OF VACANCY
Department-Wide

POSTING NO.:	BIA-2021-085	OPENING DATE:	August 17, 2021
TITLE:	Investigator 3	CLOSING DATE:	September 3, 2021
DIVISION:	Insurance		
UNIT:	Consumer Protection Services	SALARY:	\$66,877.22 - \$95,059.28
LOCATION:	Trenton, NJ	RANGE:	R25
OPEN TO:	Current State employees with permanent status in the competitive division who meet the open competitive requirements, subject to current promotional and hiring restrictions.		

DEFINITION

Under the general direction of a Supervisor of Investigations or other higher level supervisory official in a State department or agency, or local government agency, supervises a unit or team of subordinate investigators; may be required to conduct sensitive, complex investigations in the field or from the central office, involving alleged non-compliance with State statutes and regulatory requirements; supervises staff and work activities; prepares and signs official performance evaluations for subordinate staff; does other related duties as required.

This position will be responsible for the following duties: Provide management with statistical reports and analyze data to ensure proper coding is reported to the Complaints Database System and identify industry general business practices. Develop reports to assist management with the review of closed complaint cases to ensure proper investigation and handling, close out codes, appropriate actions, and dispositions. Conduct reviews and corrections as necessary and report common errors to assigned staff to help mitigate future errors. Review individual files to identify trends and complaint patterns of licensees to ensure appropriate steps are taken to mitigate adverse effects to consumers and communicate the results with assigned staff and other Department Units.

REQUIREMENTS

EDUCATION: Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE: Three (3) years of office and/or field experience conducting investigations, collecting evidence, and preparing investigative reports related to criminal, civil, or regulatory matters involving fraud, misrepresentation, or other acts of criminal or civil misconduct.

NOTE: Experience as a police officer performing criminal follow-up investigations (not preliminary investigations) may be substituted for the above experience on a year-for-year basis.

NOTE: Applicants who do not possess the required education may substitute experience in investigation of criminal, civil, regulatory, matters on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: A Master's degree in Public Administration, Business Administration, Social Work, or Criminal Justice may be substituted for one (1) year of the required experience.

LICENSE: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

RESIDENCY REQUIREMENTS: In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011, newly hired State government employees must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements are subject to removal from employment.

Interested applicants should submit a *letter of interest and resume*. All documents should be submitted by September 3, 2021 to: human.resources@dobi.nj.gov. Please include Posting No. BIA-2021-085 in the subject line of your email. **NOTE:** Three (3) professional references are required from your current or former supervisors or managers- please only provide references for those to whom you have reported in the workplace and those who have supervised or managed your work. Please provide your references' names, job titles, and current contact information, including email address.

NOTE: Foreign transcripts must be evaluated by a recognized evaluation service at your expense. Submit a copy of the evaluation with each application that requires a college degree or credits. For additional information, please refer to the Civil Service Commission website at: <http://www.state.nj.us/csc/seekers/about/steps/step2.html>.

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