

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 6813800

Director Insurance Fund Business Operations, M-6

Brief Description of Class

The Director Insurance Fund Business Operations oversees the New York State Insurance Fund's Underwriting, Policyholder Services, Premium Audit, Sales, and Client Relations departments; directs the implementation of policies and procedures; and ensures consistency in business offices' operations. The Director Insurance Fund Business Operations exists only in the New York State Insurance Fund (NYSIF).

Distinguishing Characteristics

Director Insurance Fund Business Operations: one-position class; oversees the Underwriting, Policyholder Services, Premium Audit, Sales, and Client Relations Departments.

Illustrative Duties

Manages the underwriting, policyholder services, premium audit, sales, and client relations programs.

- Provides direction on policy, procedures, and best practices and analyzes the impact any changes in policies have on business operations statewide.
- In Underwriting, ensures NYSIF produces competitive and appropriate premium assessments and is competitive in insurance marketplace.
- In Policyholder and Field Services, directs and plans business acquisition, retention, policy servicing, and loss prevention strategies.
- In Premium Audit, develops quality control assurance reviews to prevent inaccurate audits, fraud, and policyholder complaints.
- In Sales, oversees NYSIF's efforts to identify, develop, and market new policyholder-focused products and services.

- In Client Relations, develops and nurtures strong relationships with clients to understand their needs, develops strategies to enhance client engagement and retention.

Oversees NYSIF business offices.

- Ensures the consistent implementation of procedures for all functional departments within a business office.
- Reviews statistical workload reports for all business offices to guarantee attainment of established goals and benchmarks, consistency in operations between offices, and the identification of best practices.

Implements a metric system throughout business offices to provide accurate management data to determine performance against established benchmarks.

- Ensures the accurate and efficient collection of appropriate management data.

Collaborates with Claims Services Department managers to implement agency-wide directives relating to claims processing, including implementation of workers' compensation legislation, and early return to work policies.

- Communicates with department managers regarding policyholder services, premium audit, underwriting, sales, and client relations activities.

Advises executive management on goals and objectives relating to business office operations; claims processing; district office needs and evaluation results; staffing; and organizational issues.

Prepares monthly reports on business office operations and new or continuing business office initiatives for presentation to executive staff and the NYSIF Board of Commissioners.

Meets directly with large policyholders to ensure their specific, individual needs are being met in a timely and consistent manner.

May lead special projects as authorized by executive management.

Minimum Qualifications

Director Insurance Fund Business Operations

Promotion: one year of service as a Director Insurance Premium Audits, Director Policyholder Field Services, or Director Insurance Fund Underwriting.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 6/2026

EK