



Illinois Department of Insurance

JB PRITZKER
Governor

Ann Gillespie
Director

April 10, 2026

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.

Sincerely,

Ann Gillespie
Director



Illinois Department of Insurance

J.B. Pritzker
Governor

Ann Gillespie
Director

Employees of the Department of Insurance Receiving Bilingual Pay, March 31, 2026

EMPLOYEE NAME	POSITION TITLE	POSITION NUMBER	LANGUAGE SPOKEN
MEDINA HUAMAN, JORGE	EXECUTIVE I	13851-14-05-400-12-01	SPANISH
ACEVEDO, DORIS	WORKERS COMPENSATION INSURANCE COMPLIANCE INVESTIGATOR	49640-14-13-150-14-01	SPANISH
PICON, JULIO C.	INSURANCE ANALYST	21571-14-13-320-22-01	SPANISH
SORTO, MARIA E.	INSURANCE ANALYST	21571-14-19-200-12-01	SPANISH
RODRIGUEZ, GABRIELA	INSURANCE ANALYST	21571-14-19-200-12-01	SPANISH
DIANZO, MICHELLE C.	OFFICE ASSOCIATE	30015-14-17-500-31-01	SPANISH
ALAMO, DAVID	OFFICE ASSOCIATE	30015-14-09-110-02-01	SPANISH
ALAMO, MAILEEN	INSURANCE ANALYST	21571-14-17-500-32-01	SPANISH
MARTINEZ, GABRIEL	INSURANCE ANALYST	21571-14-17-500-32-01	SPANISH

1.POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	2. POSITION NUMBER	LEGACY POSITION NUMBER
EXECUTIVE I- Spanish	Consumer Education & Protection Outreach Coordinator	Spanish	None	90694009	13851-14-05-400-12-01
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	5. EXMT CODE	SITE	POSITION TYPE	7. MI
false	No	Not Exempt	In-Office	SP	true
AGENCY	DIVISION	10. SECTION		11. UNIT	13. EFFECTIVE DATE
Department of Insurance	Chief of Staff	Consumer Education & Protection			2025-01-27
6. WORK COUNTY	14. WORK LOCATION	15. BARGAINING/TERM CODE		JOB PROTECTED	
Cook	Chicago - 122 S Michigan Ave	USA/RC062		Yes	
% OF TIME	16. COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS				
40	1. As Consumer Education and Protection Outreach Coordinator, represents the Department of Insurance (DOI) at local outreach events throughout northern Illinois; cultivates relationships with local community groups, consumer advocates, other state agencies, and legislative staff to source opportunities for outreach participation, makes presentations and delivers information to consumer, community, educational, and stakeholder organizations, develops partnerships with educational institutions to expand the reach of consumer education, travels to meetings and events.				
30	2. Works with the Deputy Director of Consumer Education and Protection and DOI leadership to implement the consumer outreach and protection activities of DOI and contribute to the development of important written communications, webinar content, policy updates, and development of training modules; Creates events and educational presentations. Responds to questions from consumers, consumer advocates, industry stakeholders, legislators, and state agency staff as applied to the education and protection outreach and grants for consumer assistance activities. Keeps the Deputy Director of Consumer Education and Protection and DOI leadership apprised of consumer issues that arise during engagements.				
15	3. Implements consumer education and protection activities incorporating diversity, equity, inclusion, and accessibility principles: Ensures education materials and communications are inclusive. Identifies and targets consumer education and outreach opportunities in underserved, rural, and historically marginalized communities. Stays up to date on department and statewide equity initiatives that impact consumer education and outreach.				
10	4. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers, consumer advocates, community groups, and educational and stakeholder organizations at local outreach events and events educating consumers: translates and interprets for staff of other areas of the Department in interactions with Spanish speaking individuals.				
5	5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.				
	6.				
	7.				
	8.				
	9.				
	10.				
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.)					
SUPERVISOR POSITION TITLE			POSITION	WORKING TITLE (IF ANY)	
SENIOR PUBLIC SERVICE ADMINISTR-General Administration/Business Marketing/Labor/Personnel			90651789	SENIOR PUBLIC SERVICE ADMINISTRATOR	
18. CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:					
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
<p>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.</p>		
<p><u>Minimum Qualifications</u></p>		
<p>1. Requires knowledge, skill, and mental development equivalent to completion of four (4) years of college, preferably with courses in business administration, public administration, education, or communications. 2. Requires one (1) year of responsible administrative experience in a public or business organization. 3. Requires the ability to speak, read, and write Spanish at a colloquial skill level.</p>		
<p><u>Preferred Qualifications (In Order of Significance)</u></p>		
<p>1. Prefers one (1) year experience performing consumer assistance, outreach, or public education activities including public presentations, tabling activities, and public speaking. 2. Prefers one (1) year experience evaluating information presented and to prepare effective and comprehensive consumer-friendly written or oral reports. 3. Prefers one (1) year experience in applying diversity, equity, inclusion, and accessibility principles. 4. Prefers at least one (1) year of experience gaining extensive knowledge of consumer assistance programs and consumer issues. 5. Prefers at least one (1) year of experience gaining extensive knowledge of insurance or financial literacy. 6. Prefers proven ability to act on behalf of supervisor on various occasions and to coordinate activities within a functional unit. 7. Prefers proven ability to establish and maintain satisfactory working relationships with community groups, educational institutions, legislative representatives, and consumers. 8. Prefers proven ability to speak and engage with consumers in a simple and understandable manner.</p>		
<p><u>Specialized Skills (Used for certain BU Employees only)</u></p>		
<p>1. Of the one (1) year of administrative experience noted above, requires one (1) year experience performing consumer assistance, outreach, or public education activities including public presentations, tabling activities, and public speaking. 2. Of the one (1) year of administrative experience noted above, requires one (1) year experience evaluating information presented and to prepare effective and comprehensive consumer-friendly written or oral reports. 3. Of the one (1) year of administrative experience noted above, requires one (1) year experience in applying diversity, equity, inclusion, and accessibility principles.</p>		
<p>20. CONDITIONS OF EMPLOYMENT</p>		
<p>1. Requires ability to travel in the performance of duties, with overnight stays as appropriate. 2. Requires the ability to pass a background check. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.</p>		

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
INSURANCE ANALYST-Spanish	INSURANCE ANALYST	Spanish	None	90651588	21571-14-13-3 20-22-01	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	SP	true	1
AGENCY	DIVISION	SECTION	UNIT	EFFECTIVE DATE		
Department of Insurance	Assistant Director	Product Lines	Enforcement/ Investigations	2026.01.01		
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Sangamon	Springfield - 320 W Washington St	USA/RC014	Yes	N		
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
25	1. Conducts investigations into complaints, inquiries, and information received from consumers, insurance companies, licensees, Illinois state agencies, and any other parties alleging improprieties by licensees: interacts, both verbally and by written correspondence, with external and internal sources including other state agencies, insurance company representatives, licensees, and consumers to obtain clarification of facts involving investigations; reviews and evaluates documents, statements, reports, and other relevant information to determine validity of compliance with the Illinois Insurance Code, rules, and regulations; reviews and properly organizes documents contained in an investigative file for submission with report and findings to supervisor; drafts investigation summary reports to include issues, facts, and conclusions to justify the Department's action against a licensee utilizing set procedures and establish Department guidelines; drafts various Orders and other Legal documents related to an investigation; confers with licensees under investigation regarding their rights and advises them of their obligations under applicable Illinois Insurance Code, rules, and regulations; testifies at hearings when required; travels to insurance agencies to conduct preliminary investigations and meetings.					
20	2. Reviews and analyzes company or agency statements, premium trust fund account records, and various related correspondence and documentation involving alleged improprieties by a licensee: determines whether additional documents are necessary to initiate and/or proceed forward in an investigation; prepares and submits business correspondence, memorandum and documents as required in the course of an investigation.					
20	3. Conducts reviews of past due monies owed by licensees involving but not limited to: Illinois Department of Healthcare and Family Services regarding unpaid child support, Illinois Department of Revenue regarding tax obligations, Illinois Department of Insurance regarding unpaid Surplus Line obligations, and information received from the National Insurance Producer Registry regarding non-sufficient payments: generates letter to licensee of the delinquency and possible suspension of their producer license if satisfactory resolution is not reach with creditor; performs follow-up with complaining agency to determine if satisfactory resolution has been reached with the licensee; requests files to be closed upon notification of agreements or drafts appropriate Order in accordance with Illinois statute; posts, invoices, and mails letter to insurance producers and cancels the license if not reissued in a timely manner.					
10	4. Receives training and conducts investigations for more technical and mid-level inquiries and complaints by working with upper-level analysts and supervisor, becoming more familiar with the insurance laws and regulations, and attending offered training sessions: assists with training of trainees as well as with responses to insurance companies on technical matters.					
10	5. Reviews license applications requiring screening by the Producer Regulatory Unit: utilizes set procedures and established Department positions to make recommendations regarding action on applications to the supervisor.					
10	6. 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: translates and interprets for staff of other areas of the Department in interactions with Spanish speaking individuals; utilizes the CISCO Finesse phone system to independently respond to incoming calls received through the Department of Insurance (DOI) toll-free line involving related inquiries to the DOI.					
5	7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.					
	8.					
	9.					
	10.					

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-Fiscal Management/ Accounting/Budget/ Internal Audit/Insurance/Financial	90651711	PUBLIC SERVICE ADMINISTRATOR

CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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

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.
3. Requires the ability to speak, read and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers at least one (1) year experience conducting extensive fact findings and preparing and submitting investigative reports accompanied by appropriate legal documentation.
2. Prefers at least one (1) year of experience with reading, interpreting, applying, and explaining Illinois statues, rules, policies, procedures, and guidelines.
3. Prefers at least one (1) year of working knowledge of the functions, products, and services of the Department.
4. Prefers at least one (1) year experience evaluating information presented and preparing effective and comprehensive written or oral reports.
5. Prefers at least one (1) year of working knowledge of office methods and procedures to include experience in Microsoft Suite Applications (i.e., Word, Outlook, Teams, Excel, PowerPoint).
6. Prefers intermediate ability to recall facts, figures, descriptive elements with proficiency to translate verbal information into written text.
7. Prefers interpersonal skills, including the ability to collaborate and work cohesively with interdisciplinary teams, coworkers, and external stakeholders including the general public.
8. Prefers demonstrated organizational skills and the ability to handle multiple tasks.

Specialized Skills (Used for certain BU Employees only)

CONDITIONS OF EMPLOYMENT

1. Requires the ability to pass a background check.
2. Requires ability to travel in the performance of duties, with overnight stays as appropriate.
3. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

COMMENTS

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
INSURANCE ANALYST- Compliance-Spanish	INSURANCE ANALYST	Spanish	Compliance	90651601	21571-14-17-500-32-01	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	SP	true	2
AGENCY	DIVISION	SECTION	UNIT	EFFECTIVE DATE		
Department of Insurance	Assistant Director	Product Lines	Property & Casualty Products	2025.10.16		
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Cook	Chicago - 115 S LaSalle St	USA/RC014	Yes	N		
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
30	1. 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:• works under the direction of upper level analysts to respond to routine inquiries explaining coverage, policy provisions, applicable insurance laws and regulations,• assists with evaluating policies,• advises consumer agency functions, policies, and procedures with regards to assistance with property & casualty insurance appeals, complaints, and disputes,• assists consumers with filing of formal written complaints,• assists upper level analysts and consumers by providing status of complaints to complainants,• maintains tally of all calls received and made daily,• prepares and assembles materials for mailing to callers and inquirers.					
20	2. 2. Reviews and analyzes written correspondence received by the Property & Casualty Complaints Section, determining status (complaint or inquiry), proper respondent (insurer name) and processing through the electronic system for handling by an assigned property & casualty analyst:• 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.					
20	3. 3. Researches and responds to routine entry level inquiries from insurers, producers, attorneys and other interested individuals, organizations, or groups:• interacts with other Departmental staff, staff of other state agencies and insurers together information regarding policy provisions and to obtain clarifications and interpretations of policies and procedures and applicable laws and regulations,• reviews materials published by other agencies as well as the Illinois Insurance Code and reference materials such as Consumer Fact Sheets,• utilizes the electronic complaint system to create or select letter to be sent to the inquirer.					
15	4. 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 & casualty insurance:• communicates effectively and professionally with the complainant and insurer to obtain factual information regarding the policy and the dispute,• reviews the complaint and company response, the applicable policy provisions and Illinois laws and regulations to determine if violations have occurred,• advocates for consumer to resolve complaints within the contract provisions and the insurance laws and rules,• utilizes the electronic complaint system to select appropriate closing letter and edit as needed,• properly categorizes the complaint in compliance with the National Association of Insurance Commissioners (NAIC) closing codes,• works with upper level analysts and supervisor, becomes more familiar with insurance laws and rules and attends offered training sessions.					
10	5. 5. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints:• translates and interprets for staff of other areas of the Department in interactions with Spanish Speaking individuals.					
5	6. 6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.					
	7.					
	8.					
	9.					
	10.					

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-Fiscal Management/ Accounting/Budget/ Internal Audit/Insurance/Financial	90651736	PUBLIC SERVICE ADMINISTRATOR

CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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

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. Working 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.

Specialized Skills (Used for certain BU Employees only)

CONDITIONS OF EMPLOYMENT

1. Requires ability to pass a background check.
2. Requires ability to speak, read and write Spanish at a colloquial skill level.

COMMENTS

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
INSURANCE ANALYST-Spanish	INSURANCE ANALYST	Spanish	None	90651595	21571-14-19-2 00-12-01	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	SP	true	1
AGENCY	DIVISION	SECTION	UNIT	EFFECTIVE DATE		
Department of Insurance	Assistant Director	Product Lines	Health Products	2026.01.01		
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Sangamon	Springfield - 320 W Washington St	USA/RC014	Yes	N		
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
25	1. Provides information and education to Illinois consumers who request assistance from the Department: utilizes the CISCO Finesse phone system to independently respond to incoming calls received through the Department of Insurance (DOI) toll-free line regarding health insurance related questions and issues; assists and advises consumer of agency functions, policies, and procedures with regards to assistance with filing of formal accident and health insurance appeals, complaints, and disputes; refers consumers to other applicable sources for assistance including social service agencies, other state and federal agencies, or available community resources to assist with a specific matter; provides information, education, and available resources to uninsured consumers to assist with obtaining health insurance coverage.					
25	2. Reviews and analyzes written correspondence received by the Health Unit, determining status (complaint or inquiry), proper respondent (insurer name) and processing through the electronic system for handling by an assigned Health analyst: utilizes resources from within the Department, including registered entity database, and from outside the Department, including the internet to assist in identifying entities not recognized as registered entities within the Department; independently performs daily individual assigned case inquiry set up and maintains control of assigned individual caseload within guidelines established by management and Illinois Insurance Code; assists upper-level analysts in working with consumers by responding to assigned inquiries received from consumers, health care providers, and other interested parties within DOI required time frames; assists with training of trainees as well as with responses to insurance companies on technical matters.					
25	3. Researches and responds to inquiries and complaints on the professional level from insurers, producers, health care providers, attorneys, and other interested individuals, organizations, or groups: interacts with other Departmental staff as well as staff of other state agencies, federal agencies, insurers, and HMOs to gather information regarding policy provisions and to obtain clarifications and interpretations of policies and procedures and applicable laws and regulations; provides departmental interpretation of the Illinois Insurance Code, rules, and regulations; conducts preliminary investigations into assistance requests filed by consumers, health care providers, or other interested parties acting on the behalf of a consumer against an insurance company involving accident and health insurance; reviews and responds to assigned written correspondence inquiries received from consumers, health care providers and other interested parties within DOI required time frames; communicates effectively and professionally with the complainant and insurer to obtain information regarding the policy and the dispute; reviews the complaint and company response the applicable policy provisions and Illinois laws and regulations to determine if violations have occurred; utilizes the electronic complaint system to select appropriate closing letter and edit as needed; properly categorizes the complaint in compliance with the National Association of Insurance Commissioners (NAIC) closing codes.					
10	4. Receives training and conducts investigations for more technical and mid-level inquiries and complaints by working with upper-level analysts and supervisor, becoming more familiar with the insurance laws and regulations, and attending offered training sessions.					
10	5. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints: translates and interprets for staff of other areas of the Department in interactions with Spanish Speaking individuals.					
5	6. Performs other duties as required or assigned which are reasonably with the scope of the duties enumerated above.					
	7. N/A					
	8.					
	9.					
	10.					

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-Fiscal Management/ Accounting/Budget/ Internal Audit/Insurance/Financial	90651755	Assistant Deputy Director OCHI/Health Products Complaints

CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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

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 (4) years of high school.
2. Requires satisfactory completion of Insurance Analyst Trainee training program or one (1) year of experience in the insurance industry.
3. Requires the ability to speak, read and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers at least one (1) year of experience gaining knowledge of the Illinois Insurance Code, Illinois Administrative Code, and relevant federal laws and regulations related to health insurance products in Illinois.
2. Prefers at least one (1) year of experience with reading, understanding, interpreting, applying, and explaining statutes, rules, policies, procedures, and guidelines.
3. Prefers at least one (1) year of experience in customer service skills, including the ability to communicate both verbally and in writing.
4. Prefers at least (1) year of professional experience communicating effectively in oral and written form and composing documentation of analysis findings in a logical and concise manner.
5. Prefers at least one (1) year of experience with complaint resolution.
6. Prefers at least one (1) year of experience conducting research.
7. Prefers intermediate ability to analyze and determine facts, information, and data to make correct and accurate decisions and conclusions.
8. Prefers intermediate ability to recall facts, figures, descriptive elements with proficiency and to translate verbal information into written text.
9. Prefers interpersonal skills, including the ability to collaborate and work cohesively with interdisciplinary teams and external stakeholders.
10. Prefers demonstrated organizational skills and the ability to handle multiple tasks.

Specialized Skills (Used for certain BU Employees only)

CONDITIONS OF EMPLOYMENT

1. Requires the ability to pass a background check.

COMMENTS

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
OFFICE ASSOCIATE-Spanish	Office Associate	Spanish	None	90699574		30015-14-09-110-02-01
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	RP	false	1
AGENCY	DIVISION	SECTION	UNIT	EFFECTIVE DATE		
Department of Insurance	Assistant Director	Procurement/Administration	Communications/records	2026.01.22		
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Cook	Chicago - 115 S Lasalle St	USA/RC014	Yes	N		

% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40	1. Serves as a receptionist for the Department of Insurance's Chicago office: <ul style="list-style-type: none"> receives and screens visitors and telephone inquiries, determines Department jurisdiction, refers clients to appropriate division/section, assists Department management by scheduling conference rooms on electronic calendars, utilizes understanding of specialized insurance industry terms in order to properly distributes phone calls and refer walk-in customers, electronically receives/distributes faxes on behalf of the Department.
20	2. Maintains intra-office security program for all visitors entering the office reception area: <ul style="list-style-type: none"> responsible for security registration and visitor log for all visitors, respondents, attorneys, and the general public.
15	3. Serves as receptionist for the Director's office: <ul style="list-style-type: none"> exercises discretion and judgment when screening and directing visitors and telephone inquiries, i.e., clients and/or their representatives, professional associations, the public, members of the General Assembly, Governor's Office, committee/board members, member of the press, etc., responds to non-technical inquiries, refers sensitive/controversial issues to the Director's assistants.
15	4. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking visitors and clients: <ul style="list-style-type: none"> provides translation and interpretation, assists staff of other areas of the Department in interactions with Spanish speaking individuals.
5	5. Operates office equipment such as personal computer, typewriter, copy machine, fax machine: <ul style="list-style-type: none"> updates reception phone listing based on information provided by supervisor.
5	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
.	7. .
	8.
	9.
	10.

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-General Administration/Business Marketing/Labor/Personnel	90651741	Assistant Deputy Director, Records Services

CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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
<p>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.</p>		
<p><u>Minimum Qualifications</u></p>		
<ol style="list-style-type: none"> 1. Requires knowledge, skill, and mental development equivalent to completion of high school. 2. Requires two (2) years of office experience. 3. Requires ability to speak, read and write Spanish at a colloquial skill level. 		
<p><u>Preferred Qualifications (In Order of Significance)</u></p>		
<ol style="list-style-type: none"> 1. Prefers at least two (2) years of extensive experience with office practices, procedures, and programs including the use of commonly used manual and automated office equipment. 2. Prefers at least two (2) years of extensive experience with composition, grammar, spelling and punctuation and basic mathematics. 3. Prefers at least two (2) years of experience with agency programs, rules, and regulations. 4. Prefers ability to follow oral or written instructions. 		
<p><u>Specialized Skills (Used for certain BU Employees only)</u></p>		
<p>CONDITIONS OF EMPLOYMENT</p>		
<ol style="list-style-type: none"> 1. Requires ability to pass a background check. 2. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description. 		
<p>COMMENTS</p>		

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
OFFICE ASSOCIATE-Keyboarding-Spanish	OFFICE ASSOCIATE	Spanish	Keyboarding	90651687	30015-14-17-500-31-01	
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
false	No	Not Exempt	In-Office	SP	true	1
AGENCY	DIVISION	SECTION	UNIT	EFFECTIVE DATE		
Department of Insurance	Assistant Director	Product Lines	Property & Casualty Products	2025.10.16		
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Cook	Chicago - 115 S Lasalle St		Yes	N		

% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS
40	1. Advises and responds to consumers contacting the Department's toll-free number and visiting the Department in person by providing information regarding property and casualty insurance: provides front line assistance to walk-in insurance consumers; responds to nontechnical consumer inquiries and provides general information on insurance products and issues, the Illinois Insurance Code, rules and regulations and departmental organization and procedures; refers complex or technical matters to higher level analysts.
25	2. Provides answers to routine questions and provides information to assist the consumer with the completion of complaint or inquiry documentation: utilizes the complaint system to assign case files to the appropriate analyst in accordance with assignment procedures; works routine case files; composes and keys responses to routine correspondence, reviews responses to ensure grammatical accuracy and appropriate formatting; operates commonly used office equipment such as personal computer, copier, and fax machine.
15	3. Provides clerical support to supervisor on special projects, reports and documents pertaining to the overall complaint unit operations: proofreads completed projects and assists with the distribution of reports; utilizes the complaints system to record and store consumer complaint data files; sorts, scans, files, and maintains consumer complaints filed with the Department by either paper or electronic means exercising judgment and action in method and format; creates routine reports, which includes compiling the number and type of walk-in complaints and inquiries received on a weekly basis; processes respondent access requests.
10	4. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking consumers with insurance-related inquiries and complaints: translates and interprets for P&C Products and may assist staff of other areas of the Department in interactions with Spanish speaking individuals.
5	5. Serves as the backup receptionist in the Department's Chicago Office, filling in during breaks, lunch and in receptionist's absence: receives and transfers telephone calls to the appropriate staff; greets and directs visitor; maintains visitor log.
5	6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.
	7.
	8.
	9.
	10.

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.)

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
PUBLIC SERVICE ADMINISTRATOR-Fiscal Management/Accounting/Budget/ Internal Audit/Insurance/Financial	90651736	PUBLIC SERVICE ADMINISTRATOR

CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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
<p>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.</p>		
<p><u>Minimum Qualifications</u></p>		
<ol style="list-style-type: none"> 1. Requires knowledge, skill, and mental development equivalent to completion of high school. 2. Requires two (2) years of office experience. 3. Requires skill in keyboarding accurately at 45 wpm. 4. Requires ability to speak, read and write Spanish at a colloquial skill level. 		
<p><u>Preferred Qualifications (In Order of Significance)</u></p>		
<ol style="list-style-type: none"> 1. Prefers at least two (2) years of experience utilizing extensive knowledge of office practices, procedures, and programs. 2. Prefers at least two (2) years of experience with composition, grammar, spelling and punctuation. 3. Prefers working knowledge of basic mathematics. 4. Prefers at least one (1) year of experience with knowledge of agency programs, rules, and regulations. 5. Prefers demonstrated ability to follow oral or written instructions. 6. Prefers at least one (1) year of experience gaining working knowledge of Microsoft Office Outlook, Microsoft Office Word, Microsoft Office Excel, Adobe Acrobat, Salesforce, and the internet. 		
<p><u>Specialized Skills (Used for certain BU Employees only)</u></p>		
<p>CONDITIONS OF EMPLOYMENT</p>		
<ol style="list-style-type: none"> 1. Requires the ability to pass a background check. 		
<p>COMMENTS</p>		

POSITION TITLE	WORKING TITLE	BILINGUAL CODE	SKILL CODE	POSITION NUMBER	LEGACY POSITION NUMBER	AGENCY SPECIFIC POSITION CODE
WKRS COMP INS COMPLIANCE INVEST-Spanish	Insurance Compliance Investigator	Spanish	None	90700211	49640-14-13-150-14-01	49640-14-13-150-14-01
REVOLVING DOOR	STMT. OF ECONOMIC INTEREST	EXMT CODE	SITE	POSITION TYPE	MI	TARGET FTE
true	No	Not Exempt	In-Office	SP	true	1
AGENCY	DIVISION	SECTION	UNIT	EFFECTIVE DATE		
Department of Insurance	Assistant Director	Product Lines	Enforcement/ Investigations	2025.10.16		
WORK COUNTY	WORK LOCATION	BARGAINING CODE	JOB PROTECTED	ALTERNATE RATE OF PAY	MERIT COMP CODE	
Cook	Chicago - 115 S Lasalle St	USA/RC062	Yes	N		
% OF TIME	COMPLETE CURRENT AND ACCURATE STATEMENT OF POSITION ESSENTIAL FUNCTIONS					
35	1. Independently performs thorough investigations, some of which are confidential and sensitive in nature, of employers for failure to comply with workers' compensation insurance statutes: reviews insurers and employers' claim practices and procedures to assure compliance with workers' compensation insurance statutes; identifies, examines, and evaluates the practices of employers and insurers to determine the existence of violations; determines non-compliance; develops certified legal notices of workers' compensation insurance non-compliance to employers and other parties; gathers evidence and relevant facts and conducts surveillance and interviews on complainants, witnesses, respondents, alleged violators, and others who may present information relative to the situation under investigation; maintains case files and prepares meaningful, concise, and accurate reports of findings, recommendations, and suggested corrective actions; tracks case progress through formal hearing process when needed, ensuring Assistant Attorney General responsible for case has all needed information to complete hearing, and to negotiate settlement of case; utilizes computer to perform research to respond to inquiries regarding the insurance coverage of businesses and employers; monitors and updates information for case files both on the computer and hard copy; travels to perform surveillance, interviews and other activities related to investigations.					
15	2. Advises and educates the public on the procedures and strategies for effective compliance: responds to inquiries and correspondence from employers, insurers, and others to explain the procedures and requirements necessary to comply with workers' compensation insurance statutes, rules, policies, and procedures; answers inquiries via telephone conversations, written correspondence, email, and interpersonal consultation.					
15	3. Develops certified hearing notices and other correspondence to set up informal conferences with employers: coordinates notices for non-compliance hearing with Commission; interacts verbally and through written correspondence with employers, insurers, and others on compliance issues and actions associated with a case; plans, prepares, and issues warnings or penalties; issues correspondence and informational mass mailings, legal documents, and court filings, including subpoenas.					
10	4. Participates in the resolution of compliance issues: after gathering all relevant information, applies knowledge and training to value claim; conducts limited negotiations and informal hearings with employers to determine the necessary course of corrective action; responds to objections; monitors compliance with corrective action including fines and penalties.					
10	5. Serves as liaison with employers, insurers, state prosecutors, law enforcement agencies, and office staff: works with other agencies and departments in coordinating investigations and gathering necessary information; testifies in court proceedings and hearings and to state or other law enforcement agencies for presentation as legal evidence; prepares cases for referral to state, county or other law enforcement agencies for presentation as legal evidence.					
10	6. Utilizes Spanish speaking, reading, and writing skills in interacting with and assisting Spanish speaking insurance company representatives and consumers with workers compensation inquiries and complaints: translates and interprets for staff of other areas of the Department in interactions with Spanish speaking individuals.					
5	7. Performs other duties as required or assigned which are reasonably with the scope of the duties enumerated above.					
	8.					
	9.					
	10.					
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.)						

SUPERVISOR POSITION TITLE	POSITION	WORKING TITLE (IF ANY)
SENIOR PUBLIC SERVICE ADMIN-General Administration/ Business Marketing/Labor/Personnel-Spanish	90651799	SENIOR PUBLIC SERVICE ADMINISTRATOR

CHECK THE APPROPRIATE BOX IF THIS POSITION IS A:

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POSITION TITLE	POSITION NUMBER	NO. OF INCUMBENTS OR FUNDED VACANCIES

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 a bachelor's degree or the knowledge, skill, and mental development equivalent to the completion of four (4) years of college, preferably with coursework in political science, criminal justice, public or business administration, or a related field.
2. Requires five (5) years of experience in insurance or utility complaint investigations, negotiations, lien resolutions, civil or criminal investigations, claims adjustment, or comparable investigatory experience.
3. Requires the ability to speak, read and write Spanish at a colloquial skill level.

Preferred Qualifications (In Order of Significance)

1. Prefers at least five (5) years of experience gaining thorough knowledge of effective investigative methods, techniques, and procedures.
2. Prefers at least six (6) months of experience as a Workers Compensation Insurance Compliance Investigator.
3. Prefers at least five (5) years of experience with strong writing skills.
4. Prefers at least three (3) years of experience applying and interpreting laws and regulations, preferably in workers' compensation or insurance.
5. Prefers at least five (5) years of experience extracting and interpreting information and ascertain facts by personal contacts and analyzing documents.
6. Prefers at least five (5) years of experience demonstrating ability to follow oral and written instructions.
7. Prefers at least five (5) years of experience demonstrating ability to observe and record facts accurately about persons, objects, and events.
8. Prefers at least five (5) years of experience demonstrating ability to establish and maintain effective working relationships with professional and lay groups, local government officials, employers, and the general public.
9. Prefers at least five (5) years of experience utilizing basic computer skills.

Specialized Skills (Used for certain BU Employees only)

CONDITIONS OF EMPLOYMENT

1. Requires the ability to pass a background check.
2. Requires the ability to travel in the performance of duties, with overnight stays as appropriate. Requires appropriate, valid driver's license
3. Requires the possession of an insured motor vehicle.
4. The conditions of employment listed here are incorporated and related to any of the job duties as listed in the job description.

COMMENTS