



IDENTIFICATION

Department	Position Title	
Finance	Insurance Registries Officer	
Position Number	Community	Division/Region
15-00492	Yellowknife	Taxation, Corporate Credit and Collections/HQ

PURPOSE OF THE POSITION

The Insurance Registries Officer is responsible for ensuring that insurance activities in the Northwest Territories (NWT) including registration and licensing of insurers and individuals and payment of appropriate fees and taxes are carried out within the requirements outlined in the *Insurance Act* of the NWT and for policy research to support the Superintendent of Insurance in the development, application and response to variance requests.

SCOPE

Reporting to the Superintendent of Insurance, the Insurance Registries Officer is based in Yellowknife. The incumbent processes licence applications of insurers and individual agents, adjusters, travel agents and salespersons transacting the business of insurance in the NWT. This position verifies eligibility and qualifications of licence applicants, ensuring that the insurers and agents are licenced, and that the individual licensees meet educational requirements and both individual and insurers meet licensing criteria before they transact the business of insurance in the NWT.

The Insurance Registries Officer carries out all administrative activity to research, document and monitor licensing and payment, the collection and administration of Premium Tax and completes all reporting as required for senior management and others as required under the *Insurance Act* and other relevant legislation and financial policies.



The incumbent's work has an impact on ensuring insurers and agents are operating in a legitimate manner in the NWT. This work also supports significant revenues.

1. Total taxes on insurance premiums collected in 2021-22 were more than \$6,000,000 from over 180 insurance companies.
2. Total licence fees collected from both insurance companies and individuals in 2021-2022 were more than \$800,000.

RESPONSIBILITIES

- 1. Evaluates applications from insurers and individuals for licensing in the NWT for completeness, accuracy and validity.**
 - Evaluate insurers' and individual applicants' completed applications with accompanying documentation and fees.
 - Ensures individual applicants meet educational requirement and licensing criteria.
 - Investigates information from other jurisdictions and identifies any potential limitations placed on the insurer or individual elsewhere.
 - Ensures payment is made and issues licences promptly.
 - Enters valid applicants into their respective databases: agent, adjuster, travel agent and salesperson.
- 2. Prepares and provides notice of annual filing requirements and ensures receipt of insurers' annual returns and premium tax.**
 - Prepares and issues reminder notices to insurers of Premium Tax filing requirements.
 - Logs the premium tax forms and accompanying taxes payable on database and prepares financial information related to payments for FESS data entry.
 - Verifies the collected fire and basic premiums and taxes using appropriate information sources.
 - Investigates and reconciles any issues identified during verification.
 - Identifies any outstanding returns or taxes and undertakes follow-up action.
- 3. Prepares regular reporting as well as the Annual report of the Superintendent of Insurance as required by legislation.**
 - Reconciles databases of premium tax and licence fee revenues monthly to government financial system, so that monthly revenue budget variance analyses and Statistics Canada reports can be prepared.
 - Maintains statistical information on licences issues, fees and taxes paid.
 - Identifies any unusual activity worthy of note in the annual report.
 - Prepares the draft report, ensuring it includes an accurate representation of the year's activities and licensing.



4. Provides research and policy development support.

- Researches complaints received from the public and other sources related to insurance practice within the NWT and makes recommendation for action.
- Conducts research on specific insurance areas to support Superintendent of Insurance participation in the Canadian Council of Insurance Regulators (CCIR), Canadian Insurance Services Regulatory Organizations (CISRO) and General Insurance Statistical Agency (GISA).
- Researches changes in insurance legislation, policy, practice and current issues to advise the Superintendent of Insurance on the relevance to the NWT.

5. Other responsibilities as assigned to support effective administration of insurance registration.

- Records receipt of life insurers' variable insurance contracts.
- Participates in conference calls of relevant committees, including CCIR and CISRO.
- Maintains special purpose files (Life Licence Qualification Program (LLQP), etc.) and is main contact for out of province service provider administering LLQP exams.
- Administers General Insurance Exams process for the NWT.

WORKING CONDITIONS

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual environmental conditions.

Sensory Demands

Correct entry and administration of licensing and payment information requires close attention to detail. This can be challenging when dealing with questions and concerns from those affected by the insurance registry.

Mental Demands

Workloads peak at renewal times, which are May to July for insurers, anytime during the year for individual agents and March for annual payments of the tax on insurance premiums. The work is time sensitive.



KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

- Knowledge of the interpretation and application of the *Insurance Act* and *Regulations*, and other applicable legislation, regulation, directives, and policies.
- Knowledge of research techniques.

Skills

- Numeracy skills
- Computer skills (Microsoft Office Suite)
- Communications skills (written, verbal and plain language)
- Interpersonal skills

Abilities

- Ability to consider the options and develop alternative solutions for problems
- Ability to manage time, set priorities and make decisions
- Active listener
- Ability to conduct effective research into a situation and use judgment based on organization practice to create a resolution
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of a grade 12 diploma and two (2) years of administrative experience with document manipulation and management, spreadsheets, and use of databases.

Equivalent combinations of education and experience will be considered.



ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred