

CONSUMER CREDIT EXAMINER – ENTRY

Working Title: Consumer Services Examiner – Charitable Organizations

The primary responsibilities of the individual in this position include conducting examinations, investigating complaints, analyzing financial reports and reviewing applications of charitable organizations, professional fund-raisers, fund raising counsels, professional employer organizations and professional employee groups with the oversight of the Department of Financial Institutions.

The position reports to a supervisor or director. Close supervision, direction and review will be given to the work of this position in the early stages, and as proficiency and experience warrant, it will be diminished accordingly. All positions are headquartered in the Madison office. Some overnight travel will be required.

Investigations of licensees will be performed as directed. The examiner will review the licensee's books and records to determine if the licensee is operating in accordance with applicable laws and administrative rules. The examination may be performed at the licensee's location, at the assigned headquarters office, or at both locations.

The examiner will investigate complaints filed by consumers against licensees. If the examiner determines a licensee has violated or is violating Wisconsin law, the examiner will recommend appropriate action to the supervisor.

The examiner will review financial statements, annual reports and financial reports to determine if financial requirements are being met and the licensee is in compliance.

The examiner will also review new and renewal license applications, approve those applications that meet minimum standards and recommend denial of those that do not meet minimum standards.

35% A. Investigations

- A1. Review in detail the licensee's books and records to determine existing or potential violations of laws, rules or regulations in accordance with established methods and procedures.
- A2. Evaluate the fitness of the licensee's management, compliance programs and operational controls.
- A3. Analyze in detail the licensee's financial statements to determine the licensee's financial stability and responsibility and compliance with any applicable laws, rules, and regulations.
- A4. Ensure that licensee's records are complete, up to date, and accurate. If problems are detected or information is missing, communicate directly with licensee to resolve issues.

25% B. Investigation Reports

- B1. Prepare detailed written reports to clearly and accurately summarize the investigation findings. Identify specific violations of laws and regulations, weaknesses in the licensee's financial condition, the fitness of the licensee's management, and any other questionable, unacceptable or notable practices. Make additional confidential comments to the file on the company's practices, wherever appropriate.
- B2. Present technical and complex findings in a clear and concise fashion. Communicate problem areas and offer operational comments to the supervisor. Whenever possible, help to correct problems as they are discovered.

- B3. Recommend appropriate action to supervisor in cases where the investigation reveals serious or repeat violations.
- B4. Prepare appropriate work papers to support the investigation report findings.
- B6. Analyze responses from licensee and correspond with licensee until all concerns are addressed satisfactorily.

10% C. Complaints and Inquiries

- C1. Review/investigate complaints received against licensees, including any documentation submitted by the complainant to support the allegations.
- C2. Attempt to resolve the complaint by corresponding with the licensee and the complainant.
- C3. Recommend appropriate action to the supervisor in cases where the examiner determines the licensee has violated the statutes or rules administered by the division.
- C4. Answer telephone inquiries about the statutes and rules the division administers and the division's policies and procedures.

10% D. Financial Reports

- D1. Analyze financial statements and annual reports to determine if the financial requirements are being met.
- D2. Review financial reports and the supplemental documents to determine the registrant's compliance with the applicable laws, rules and regulations and record the financial information in database.

10% E. Licensing

- E1. Review application and renewal material to determine if the applicant has provided all necessary documentation.
- E2. Determine whether applicant has met minimum standards for licensing as set by the statutes and by the division.
- E3. Communicate problems and areas of omission to the applicant. Provide assistance and information to aid their understanding of licensing requirements.
- E4. Approve license applications that meet requirements and recommend to the supervisor that those applications that do not meet requirements be denied.

10% F. Other Duties and Responsibilities

- F1. Participate in special unit/agency projects as assigned.
- F2. Participate in recommended and self-study activities to maintain and further necessary job skills.
- F3. Maintain familiarity with relevant statute amendments and policy changes.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of the financial services industry
Knowledge of accounting and auditing principles
Knowledge of general business and financial management practices
Skill in utilizing computer software packages
Well-developed skills in speaking and writing
Ability to comprehend and apply complex policies, rules and laws
Must possess driver's license and auto insurance