



**The State of New Hampshire
Insurance Department**

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John Elias
Commissioner

Alexander K. Feldvebel
Deputy Commissioner

November 15, 2018

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

The Insurance Department respectfully requests authority, pursuant to RSA 94:1-a, III, to establish the starting salary of Christie Rice in the position of Assistant Commissioner, position #9U071 (an unclassified position/letter grade EE) at an annual salary of \$98,500 effective December 7, 2018 upon Governor and Council approval.

The source of funds is 100% agency income.

EXPLANATION

Ms. Rice was hired by the Department on May 11, 2018 as the Director of Planning and Personnel which is a classified position #19997, Labor Grade 27, Step 4, earning \$62,244/year. Effective December 7, 2018, Ms. Rice will fill the Department's vacant position of Assistant Commissioner.

As the Assistant Commissioner, Ms. Rice's unclassified position is a Letter Grade EE with a salary range of \$66,251.12 - \$87,932.52. In her new position, Ms. Rice will have a classified subordinate employee, an Insurance Examiner IV, who is currently at Step 8 of Labor Grade 33 with an annual salary of \$97,500.

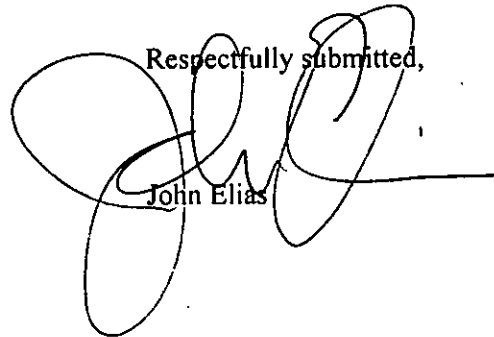
RSA 94:1-a, III. states, in pertinent part, that

... any official whose salary upon placement in the new salary range is less than that of a subordinate classified employee shall be placed at the next higher step in range above said classified employee and shall be entitled to any increase provided for herein until the maximum provided herein is reached. However, in the event that the maximum of the unclassified position is less than the salary of said subordinate classified employee, the governor and council is authorized to increase the maximum of the unclassified position in an amount to provide a differential of not more than \$1,000.

Under the provisions of RSA 94:1-a, III, the Governor and Council are authorized to increase the maximum of Ms. Rice's salary to provide a differential of not more than \$1,000 between her and the subordinate classified's salary. This would allow the Department to establish Ms. Rice's salary at \$98,500.

The Insurance Department is seeking approval from Governor and Council to compensate Ms. Rice's unclassified position at \$1,000 per year above the classified subordinate position. The source of funds is 100% agency income.

Respectfully submitted,

A handwritten signature in black ink, appearing to be 'John Elias', written over the typed name. The signature is stylized with large loops and a long horizontal stroke extending to the right.

John Elias

Christie Rice

Career Summary

Administrator with more than 12-years of progressive experience with enhanced focus on managing organizational change, workforce planning, organizational development, succession planning, and employee engagement through strategic planning initiatives. In the past 12 years, focus has been on continuous improvement and retaining human capital, strategic planning and implementation, providing guidance on employee development and measurable work standards for process and quality improvements. Proven business acumen with the ability to demonstrate a high level of sophistication and cultural competencies and possesses a unique blend of workforce development planning, training and development and strategic planning skills.

Professional Experience

State of New Hampshire Insurance Department (NHID)
Director of Planning and Personnel
Concord, New Hampshire

May 2018 - Present

- Directed and managed strategic planning initiatives and organizational development through human resources management, workforce planning, training and development of staff and management, performance and process improvement.
- Manages agency compliance of personnel rules and Collective Bargaining Agreement to include adhering to performance management standards.
- Instrumental role in facilitation of the most recent reorganization at NHID by working directly with key stakeholders and ensuring that all levels of the organization were communicated with effectively.
- Leadership role in ensuring mission and values of the agency are communicated and understood at all levels, for shaping culture, providing clarity of expectations, remaining agile, and ensuring employee engagement and overall job satisfaction are measured by key drivers.
- Ensured goals and objectives aligned with talent acquisition, prioritized talent development through 100% participation of Individual Development Plans, culture/engagement, and organizational excellence.
- Developed engagement drivers and questions for first NHID annual engagement survey.

State of New Hampshire/Bureau of Education and Training
Talent Acquisition & Management Administrator
Concord, New Hampshire

October 2016 – July 2017

- Spokesperson for talent acquisition management and workforce planning for Division of Personnel working in coordination and in collaboration with 27 varying agencies.
- Provided consultative services, training and technical advice to agency and executive management with focused areas for training including leadership, strategic planning, knowledge management, Lean process improvement, change management, and organizational development.
- Provided creative approaches for employee attrition and retention through employee engagement and providing opportunities for employee success with special emphasis on employees departing state service.
- Established and fostered relationships with both internal and external stakeholders maximizing communication, collaboration, and effective change management through resolving issues, keeping agencies informed and using a proactive communication strategy that focuses on building strong working relations.
- Developed and authored the State's Internship Guide and forms by collaborating with 27 state-agencies, the Department of Labor, and academic Institutions to hire, utilize and foster internship relationships.
- Developed Knowledge Transfer documentation to align with Supplemental Job Description, and Performance Review to assist the State in loss of knowledge as an employee transitions out of state service.

- Managed day-to-day operations supervising a small new business team for the overall success of 50 life insurance sales representatives.
- Gained progressive experience in areas of human resources management, life insurance, compliance and regulatory issues, leadership, workplace conflict, strategic planning, and employee development through completion of a four-year accelerated leadership program.
- Directed and managed annual strategic business plan working with Director of Operations for areas including: retention, manpower, succession planning, staff training and education, performance and profitability, and overall workforce strategy.
- Served as a business partner assisting Director of Operations and Registered Principle with budget tracking, forecasting and allocations, designing solutions for growth and improvement of the General Office, identification of staff training and development needs, addressing overall organizational development and knowledge management.
- Provided guidance on development of staff, and ensured that performance goals aligned with training and development needs in addition to role effectiveness, customer service focus, and diversity and inclusion.
- Interacted and supported life insurance sales agents, as a subject matter expert, for products and programs offered and identified and delivered training/education in support of these activities.
- Conducted new hire orientation, training, and onboarding for all life sales agents and new business staff.
- Developed and implemented workflow systems, and knowledge transfer methodologies for process improvements.
- Maintained all files and records (digital and paper) for Annual Review of Functions, Compliance and Financial Audits.
- Supervised contracting of agents and producer/company licensing for attached and detached life sales representatives and brokers.

Howell & Associates Insurance Agency
Claims Operations/Executive Support
Madisonville, LA

April 1998 – December 2003

- Completed a broad variety of administrative tasks for the President/Owner of P & C Insurance Agency including managing an active calendar of appointments, composing and preparing correspondence, and arranging complex and detailed agendas.
- Successfully completed critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the Owner's ability to effectively lead the company.
- Prioritized conflicting needs; handled matters expeditiously, and followed-through on projects to successful completion.
- Provided claims operations support as a casualty adjuster primarily handling non-injury casualty claims of minor to moderate complexity that included, but are not limited to, comparative fault, coverage investigation, and auto thefts.

U.S. Army
Active Duty, Operations Specialist for Company Commander
Honorable Discharge, Active Duty 1994 – 1997

August 1994 – August 2002

- Utilized various software programs to produce narrative and tabular material in a combat support organization.
- Prepared various correspondences to include: letters, memos, and personnel actions.
- Provided general clerical support to the Company Commander.
- Provided support for the overall welfare and well-being of soldiers, keeping them combat-ready and effective.
- Responsible for readiness of soldier personnel files and confidential information for a Company of 245 soldiers.

Education

Southern New Hampshire University
(Dual Master's Degree)
M.S., Management (GPA 3.96/4.0)
M.S., Organizational Leadership (GPA 3.96/4.0)
Manchester, New Hampshire

September 2013 – March 2018

Southern New Hampshire University
B.A., Communications (GPA 3.86/4.0) Magna cum laude
Manchester, New Hampshire

September 2008 – April 2013