



State of New Jersey

DEPARTMENT OF BANKING AND INSURANCE
 ADMINISTRATION
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 Acting Commissioner

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 Lt. Governor

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ILA BHATNAGAR
 Assistant Commissioner

The New Jersey Department of Banking & Insurance invites qualified candidates to apply for the following position:

POSTING NUMBER	2026-BIA-035				
TITLE & TITLE CODE IF APPLICABLE	Title: Director of Operations & Innovation (Government Representative 3) Unclassified N.J.S.A.17: 1-14 Title Code: 54460	OPENING DATE	March 4, 2026	CLOSING DATE	Until Filled
UNIT & LOCATION	Office of the Commissioner Mary Roebling Building 20 W. State Street Trenton, New Jersey	TITLE RANGE & SALARY RANGE	X98 \$165,000.00 - \$180,000.00		
		STARTING SALARY	Commensurate with education and experience		
OPEN TO	General Public				
TITLE DESCRIPTION	<p>The New Jersey Department of Banking and Insurance seeks an entrepreneurial, forward-thinking leader to enhance operational effectiveness, and drive modernization and innovation at the Department.</p> <p>This role will work directly with the Commissioner and Chief of Staff, as well as senior leaders across the organization, to shape and implement new policies, drive process and system improvements, and create operations strategies to improve Department efficiency and effectiveness.</p> <p>The Director will also work with the New Jersey Innovation Authority to identify, prioritize and implement opportunities for modernization, streamlining and improving engagement with our customers and constituents.</p> <p>In addition, as artificial intelligence becomes more prevalent across the financial industry, the Director will help spearhead Department efforts on use of AI – both internally on potential Department workstreams, and externally as we contemplate appropriate usage by the companies we regulate.</p> <p>Ideal candidates will have experience leading projects in areas such as: systems design, workforce training, process improvements, customer experience (UX design), operations and strategic planning, new technologies, and management consulting.</p> <p>This will be a new role at the Department, requiring a self-starter who works well with different levels and functions, and can drive a project from design to completion – planning, securing organizational buy-in, establishing metrics, overseeing implementation, troubleshooting issues and measuring results.</p> <p>Key attributes:</p> <ul style="list-style-type: none"> • Self-starter with a can-do attitude • Passionate about continuous improvement • Curious, inclusive, good listener • Strong people skills, especially at different levels of seniority and knowledge • Excited about public service 				

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EXPERIENCE REQUIREMENTS	
LICENSE REQUIREMENTS	<p>A TRUE AND ACCURATE COPY OF A TRANSCRIPT EVIDENCING ACHIEVEMENT OF FILL IN DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY MUST BE INCLUDED WITH YOUR APPLICATION; IF THE TRANSCRIPT IS NOT SUBMITTED ALONG WITH YOUR APPLICATION, YOUR APPLICATION MAY NOT BE CONSIDERED.</p> <p>Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.</p>

APPLICATION INSTRUCTIONS	
RESIDENCY REQUIREMENTS	<p>The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011, Chapter 70) effective September 1, 2011, contains new residency requirements for public officers and employees, unless exempted under the law. Current, new or prospective employees should be aware of the following:</p> <p>Effective September 1, 2011, all employees of State and local government must reside in the State of New Jersey, unless exempted under the law. If you already work for State or local government as of September 1, 2011, and you do not live in New Jersey, you are not required to move to New Jersey. However, if you begin your office, position or employment on September 1, 2011 or later, you must reside in New Jersey. If you do not reside in New Jersey, you have one year after the date you take your office, position or employment to relocate your residence to New Jersey. If you do not do so, you are subject to removal from your office, position or employment.</p>
GENERAL INFORMATION	<p><u>Medical Accommodation Requests:</u> The New Jersey Department of Banking and Insurance provides reasonable accommodations to applicants with disabilities upon request in accordance with the law. If you need a reasonable accommodation for any part of the application, interview, and/or hiring process, please contact the Department's ADA/Medical Accommodations Coordinator, Lisa Clapp, at lisa.clapp@dobi.nj.gov or (609) 940-7337, for assistance.</p> <p><u>Telework:</u> This position may be eligible to participate in the Department's pilot Telework Program/Policy, which offers eligible employees the opportunity to work remotely up to two (2) days per week, if approved by Management per operational needs, subject to all requirements of the Department's Telework Program/Policy. For questions regarding Telework eligibility, please ask during the interview process if selected for an interview.</p> <p><u>Benefits:</u> For questions regarding health insurance and other job-related benefits, please direct inquiries to the Department's Human Resources Office at the email address provided below.</p> <p><u>Hours of Work:</u> The hours of work for this position are Monday through Friday from 9:00 a.m. to 5:00 p.m. All No-Limit (NL) titles will be required to perform work beyond the stated hours of work as needed, in compliance with applicable collective bargaining agreements and laws.</p> <p><u>State as a Model Employer ("SAME") Applicants:</u> If you are applying for this position under the State of New Jersey's SAME Program, please note that your supporting documents (i.e. Schedule A or B Letter), must be submitted along with your Resume, by the closing date indicated above. For information on the SAME Program, please visit the New Jersey Civil Service Commission's ("CSC") website at: Civil Service Commission Overview (https://nj.gov/csc/same/overview/index.shtml), and for any questions regarding the SAME program, please contact CSC by email: CSC-Same@csc.nj.gov, or by phone at: 609-292-4144, "option 3".</p>
APPLICATION INSTRUCTIONS	
<p>Applicants must submit a Letter of Interest, Resume, transcript(s) if specified above, and three (3) professional references of your current or former supervisors/ managers- please only provide references for those to whom you have reported in the workplace and who have supervised or managed your work. Please provide your references' names, job titles and current contact information, including email addresses. All application documents must be submitted by the Closing Date specified above to the Department of Banking and Insurance's Human Resources Office at Recruitment_Hiring@dobi.nj.gov, with your last name and the BIA Posting Number above included in the subject line of your email. Thank you.</p>	

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