



State of New Jersey

DEPARTMENT OF BANKING AND INSURANCE

ADMINISTRATION

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Lt. Governor

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Assistant Commissioner

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

POSTING NUMBER	2026-BIA-077	OPENING DATE	July 13, 2026	CLOSING DATE	Until Filled
TITLE & TITLE CODE IF APPLICABLE	Title: Chief Operating Officer (Government Representative 1) Unclassified N.J.S.A.17: 1-14 Title Code: 55512				
UNIT & LOCATION	Office of the Commissioner Mary Roebling Building 20 W. State Street Trenton, New Jersey	TITLE RANGE & SALARY RANGE	X98 \$180,000 - \$195,000		
		STARTING SALARY	Commensurate with education and experience		
OPEN TO	General Public				
TITLE DESCRIPTION	The NJ Department of Banking and Insurance seeks an experienced leader to serve as its inaugural Chief Operating Officer. This role will be a senior member of the Department’s leadership team. Reporting to the Commissioner, the COO will be tasked with leading a Department-wide operational transformation and modernization initiative, as well as overseeing two existing operational units: Fiscal (Office of the CFO) and Information Technology. Modernization: The modernization initiative will be a broad undertaking to drive enterprise transformation – addressing manual-heavy work processes, outdated systems and legacy technology – to achieve major improvements in efficiency and effectiveness, and improve the experience of consumers, regulated entities, and Department staff. (Note: this is not about rolling out the latest version of a software platform; it will require process design experience, an appetite for metrics and details, and the creativity to find leapfrog opportunities.) Team: In addition to the operating units (Fiscal and IT), the COO’s team will also contain a small innovation unit, to support the modernization efforts. The total COO team is expected to have approximately 40 employees. The COO will also collaborate with the New Jersey Innovation Authority on the modernization initiative, and on other opportunities to improve and streamline operations. Responsibilities include: • Lead the Department-wide operational transformation and modernization initiative, partnering closely with the Commissioner and Chief of Staff. ○ Includes: setting strategic operational direction, establishing process governance, determining sequence of initiatives and driving adoption of new ways of working. ○ Own the full cycle from design to completion – including planning, buy-in, implementation, training, feedback loops, measurement – and be responsible for delivering outcomes.				

	○ Develop enterprise performance metrics, dashboards, and data-driven management practices to ensure modernization efforts deliver measurable results. • Serve as strategic partner to Commissioner and other senior leaders in operational planning for the organization, including annual budgeting process. • Oversee day-to-day management of functional units: Fiscal, IT, Innovation • Establish performance metrics, reporting structures, and governance frameworks across all operational functions on COO team. • For other divisions across the Department, help leadership ensure appropriate governance standards and performance expectations to deliver on organizational objectives. • Spearhead deliberations on use of AI within the Department – risks, opportunities, guardrails, industry issues.
EXPERIENCE REQUIREMENTS	Preferred candidates: 20 years' experience. Demonstrated ability to lead major operational transformation across an organization and to manage diverse functions within complex environments, such as highly regulated industries and government agencies. Prior experience leading union workforce strongly preferred. As this will be a new role at the Department, the COO will need to combine a drive to ensure outcomes with the patience to bring others along, working equally well with different functions, levels of technological comfort and levels of seniority. Key Attributes: • Excited about making things work better, runs towards a challenge • Creative, curious, open-minded – finds opportunity for skip-level improvements and sees the potential in an unpolished gem • Strong people manager • Well-organized, strong planner, detail-oriented • Adept at working with people at different levels of seniority and technological capability • Passion for public service • Positive outlook, self-starter with a solution-oriented mindset, and roll-up-your-sleeves attitude
LICENSE REQUIREMENTS	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. 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.

RESIDENCY REQUIREMENTS	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: 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.
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GENERAL INFORMATION	<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. <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". <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. <u>Benefits:</u> Health insurance, prescription and dental plans are effective 60 days from date of hire. Each year, earn 20 vacation days, up to 15 sick days, 13 paid holidays, 3 personal days.
APPLICATION INSTRUCTIONS	
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.	

The New Jersey Department of Banking & Insurance is an Equal Employment Opportunity Employer.