

SECRETARY II
CLASSIFIED POSITION VACANCIES 001

LOCATION: DEPARTMENT OF REVENUE
INSURANCE COMMISSION
CONSUMER SERVICE
KANAWHA

SCHEDULE: DAY SHIFT UNLIMITED ORIGINAL FULL-TIME PERM.

FTE: 1.00

DUTIES: *****INTERNAL POSTING ONLY*****
UNDER GENERAL SUPERVISION WILL ANSWER TELEPHONE, SCREEN CALLS FOR DIRECTOR AND PLACES OUTGOING CALLS. SCREENS MAIL AND RESPONDS TO ROUTINE CORRESPONDENCE FOR DIRECTOR. SIGNS, AS DIRECTED, DIRECTOR'S NAME TO ROUTINE CORRESPONDENCE, REQUISITIONS AND OTHER DOCUMENTS. ATTENDS MEETINGS WITH OR ON BEHALF OF DIRECTOR TO TAKE NOTES OR DELIVER BASIC INFORMATION. SCHEDULES AND COORDINATES OUTREACH EVENTS AND COORDINATES STAFF AND EQUIPMENT FOR EACH. MAKE SURE THAT OFFICE PROCEDURES ARE FOLLOWED AND REVIEW THEM TO MAKE CHANGES NECESSARY TO ACCOMMODATE NEEDS. RESEARCHES DIVISION ACTIVITIES TO COMPILE STATISTICAL REPORTS FOR MANAGEMENT AND OUTSIDE REQUEST. COMPOSES FORM LETTERS FOR USE BY DIVISION EMPLOYEES. TYPES, USING MICROSOFT WORD, EXCEL, WVINDMS, REPORTS AND CORRESPONDENCE; PROOFREADS AND CORRECTS TO FINISHED FORM. MAY DELEGATE ROUTINE TYPING AND FILING DUTIES TO SUBORDINATE CLERICAL PERSONNEL. MAINTAINS AND PROVIDES DIVISION RECORDS FOR THIRD PARTY ADMINISTRATIVE COMPLAINTS, FOIA REQUESTS AND PURCHASING CARD. PREPARE ATTENDANCE RECORD, KEEPING SICK AND ANNUAL LEAVE RECORDS FOR DIVISION PERSONNEL. ASSIGN, REVIEW AND EVALUATE WORK OF SUBORDINATE CLERICAL PERSONNEL AS DIRECTED BY THE DIRECTOR. CREATE, UPDATE AND IMPLEMENT OFFICE PROCEDURES FOR THE DIVISION. TRAIN NEW EMPLOYEES ON THE DIVISION'S OFFICE PROCEDURES AND THE AGENCIES POLICIES AND PROCEDURES. ANSWERS QUESTIONS FOR THE DIVISION'S EMPLOYEES CONCERNING THE GUIDELINES AND POLICIES AND PROCEDURES. PREPARE A MONTHLY REPORT OF THE DIVISION'S ACTIVITY FROM INFORMATION OBTAINED FROM WVINS,

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EXPORTING DATA TO EXCEL MAKING CALCULATIONS, GATHERING INFORMATION FROM THE INSURANCE SPECIALISTS AND MANUAL LOGS. MONITOR AND MAINTAIN LEAVE FOR 15 EMPLOYEES. SUBMIT LEAVE SLIPS TO OUR HR DIVISION DAILY, RECORD EMPLOYEES LEAVE IN PERS DAILY, ENTER EMPLOYEES LEAVE ON AN EXCEL SPREADSHEET AND SUBMIT TO OUR HUMAN RESOURCE DIVISION MONTHLY. COMPOSE AND TYPE LETTERS TO CONSUMERS AND OTHER STATE AGENCIES FOR REQUESTS FOR INFORMATION ON OUR PUBLICATIONS CONCERNING INSURANCE. COMPOSE AND UPDATE FORM LETTERS AND WORK WITH OUR IT DIVISION TO ADD THEM TO OUR DATABASE. PROOFREAD AND CORRECT LETTERS FOR CONGRESSIONAL REFERRALS TO OUR OFFICE. HANDLE ALL PROPERTY & CASUALTY THIRD PARTY (THP) INSURANCE COMPLAINTS. CREATE AND UPDATE PROCEDURES FOR THESE FILES TO BE COMPLETED IN THE TIME FRAME ALLOWED BY STATE LAW. TYPE LETTERS, APPLY PROPER POSTAGE, UPDATE A MANUAL LOG TO MONITOR TIME FRAME FOR RESPONSE FROM COMPANIES /COMPLAINANTS AND SHOW THE STATUS OF EACH COMPLAINT. SCHEDULE THP RESPONSES DUE ON OUTLOOK CALENDARS FOR EXAMINERS AND DIRECTORS. MAINTAIN EXCEL SPREADSHEET CONCERNING THP COMPLAINTS AND ITS STATUS THAT WILL BE SHARED WITH OUR LEGAL DIVISION. PREPARE FILES TO BE REFERRED TO OUR LEGAL DIVISION BY MAKING SURE THAT ALL COPIES OF THE FILE ARE INCLUDED, UPDATE THE COMPUTER FILE OF THE DATE IT WAS REFERRED, RECORD THE BASIC INFORMATION ON A MANUAL LOG AND MAKE SURE THE FILE IS DELIVERED TO THE LEGAL DIVISION OBTAINING A COPY OF THE MEMO WITH THEIR DATE STAMP. IF IT IS A THP FILE, UPDATE THE EXCEL SPREADSHEET AND THE THP MANUAL LOG. ORDER AND MAINTAIN USAGE OF ALL SUPPLIES FOR THE DIVISION. PURCHASE FROM LOCAL RETAILERS NECESSARY ITEMS USED FOR OUR EDUCATION AND OUTREACH PROGRAM. ENTER ALL PURCHASES IN FIMS, MAKING COPIES AND MAINTAINING A PURCHASE LOG RECONCILE STATEMENT AND INVOICES OF PURCHASES MADE IN THE DIVISION, ATTACH ALL NECESSARY FORMS AND SUBMIT TO OUR ADMINISTRATION DIVISION. REQUEST AND WORK WITH OUR IT DIVISION TO UPDATE, ADD, CORRECT OR MAKE ANY CHANGES WITH THE COMPUTER

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PROGRAMS AND TELEPHONES USED IN OUR DIVISION. ATTEND MEETINGS ON NEW COMPUTER PROGRAMS THAT WILL BE USED IN OUR DIVISION FOR INPUT ON NEW PURCHASES BY THE AGENCY. BACKUP PERSON FOR ANSWERING THE TELEPHONES IN OUR DIVISION DAILY, RETURNING CALLS WHEN NECESSARY. MAY REQUIRE TO CONTACT CONSUMERS BUSINESSES, OR OTHER PUBLIC AGENCIES WHEN REQUIRED. TYPE LETTERS FOR THE INSURANCE SPECIALISTS AND OPEN AND CLOSE COMPLAINT FILES. OPEN AND DISTRIBUTE MAIL AND RESPOND TO ROUTINE CORRESPONDENCE. PREPARE INFORMATION AND SUPPLIES FOR EMPLOYEES ATTENDING THE FAIRS, FESTIVALS, EXPOS, SEMINARS OR ANY OTHER EDUCATION OR OUTREACH PROGRAM. UPDATE INSURANCE COMPANY CONTACT INFORMATION IN OUR COMPUTER SYSTEM. MAINTAIN TOTAL LOSS REPORTS FROM INSURANCE COMPANIES IN OUR IMAGING SYSTEM. PREPARE TRAVEL REQUESTS & EXPENSE REIMBURSEMENTS FOR ANY EMPLOYEE IN OUR DIVISION. MAY SCHEDULE APPOINTMENTS AND MAKE TRAVEL ARRANGEMENTS FOR THE DIVISION'S DIRECTOR. ATTENDS MEETINGS FOR OR WITH THE DIVISION'S DIRECTOR, OBTAINING OR DELIVERING INFORMATION AND TAKING NOTES. COMPILE INFORMATION FOR OUR LEGAL DIVISION TO ANSWER REQUESTS RECEIVED UNDER THE "FREEDOM OF INFORMATION ACT". SIGNING THE DIRECTOR'S INITIALS TO THE MEMO IF SHE IS OUT OF THE OFFICE. MAY TAKE DICTATION FROM THE DIRECTOR FOR LETTERS TO BE TYPED, USING MICROSOFT WORD.

REQUIREMENTS: TRAINING: GRADUATION FROM A STANDARD HIGH SCHOOL OR THE EQUIVALENT.
EXPERIENCE: FIVE YEARS OF FULL-TIME OR EQUIVALENT PART-TIME PAID EXPERIENCE PERFORMING CLERICAL DUTIES AT THE OFFICE ASSISTANT III LEVEL, ENCOMPASSING A WIDE RANGE OF OFFICE PRACTICES, WHICH MUST HAVE INCLUDED TYPING, SCREENING AND ROUTING TELEPHONE CALLS AND CORRESPONDENCE, AND COMPOSING ROUTINE CORRESPONDENCE.
SUBSTITUTION: COLLEGE HOURS OR RELATED BUSINESS SCHOOL OR VOCATIONAL TRAINING MAY BE SUBSTITUTED THROUGH AN ESTABLISHED FORMULA FOR UP TO TWO YEARS OF THE REQUIRED EXPERIENCE.

SALARY: PAY GRADE 009 \$22,584.00 - \$41,784.00

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DEADLINE: DECEMBER 18, 2010

TO APPLY: SEND DIVISION OF PERSONNEL APPLICATION TO:
CAMMIE WHEELER
PO BOX 50540
CHARLESTON, WV 25305

PLEASE INCLUDE POSTING NUMBER INS110020 ON APPLICATION