

DATE: SEPTEMBER 22, 2011
INS120023
PAGE: 1

INSURANCE COMPLAINT SPEC
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: UNDER GENERAL SUPERVISION, AT FULL-PERFORMANCE LEVEL, SUCCESSFUL CANDIDATE WILL INVESTIGATE COMPLAINTS FILED AGAINST INSURANCE COMPANIES, AGENCIES, AND AGENTS INVOLVING DISPUTED CLAIMS AND ALLEGED UNFAIR INSURANCE PRACTICES. MEDIATES SETTLEMENTS BETWEEN CLAIMANT AND INSURING COMPANY BY GATHERING FACTS AND RECOMMENDING SOLUTIONS ACCORDING TO POLICY AND INSURANCE CODE. ADVISES CONSUMER OF THEIR RIGHTS UNDER INSURANCE LAWS AND REGULATIONS. MAY ATTEND HEARINGS ON INSURANCE COMPLAINTS TO PRESENT FINDINGS OF AN INVESTIGATION WRITES REPORTS AND NARRATIVES ON COMPLAINTS. REVIEWS INSURANCE COMPANIES RESPONSE TO COMPLAINTS TO DETERMINE IF THE COMPANIES ARE IN COMPLIANCE WITH STATE INSURANCE LAWS. ATTENDS AND/OR PARTICIPATES IN MEETINGS AND SEMINARS TO INFORM THE PUBLIC ON SPECIAL OR NEW AREAS IN THE INSURANCE INDUSTRY. CONFERS WITH UNITED STATES CONGRESSMAN AND SENATORS AND STATE LEGISLATORS IN RESOLVING CONSTITUENT PROBLEMS.

REQUIREMENTS: TRAINING: GRADUATION FROM AN ACCREDITED FOUR-YEAR COLLEGE OR UNIVERSITY.
SUBSTITUTION: EXPERIENCE AS DESCRIBED BELOW MAY SUBSTITUTE FOR THE REQUIRED TRAINING ON A YEAR-FOR-YEAR BASIS.
EXPERIENCE: TWO YEARS OF FULL-TIME OR EQUIVALENT PART-TIME PAID EMPLOYMENT AS INSURANCE AGENT, BROKER, EXAMINER, ADJUSTER, OR INVESTIGATOR WITH AN INSURANCE COMPANY OR GOVERNMENTAL INSURANCE REGULATORY AGENCY IN THE AREAS OF LIFE, ACCIDENT AND HEALTH OR PROPERTY AND CASUALTY OR IN A TECHNICAL CAPACITY IN AN INSURANCE REGULATORY AGENCY.

DATE: SEPTEMBER 22, 2011
INS120023
PAGE: 2

SALARY: PAY GRADE 015 \$31,164.00 - \$57,660.00

DEADLINE: OCTOBER 03, 2011

TO APPLY: SEND DIVISION OF PERSONNEL APPLICATION TO:
MATTHEW BROWN
IS&C
BUILDING 6 ROOM 110
1900 KANAWHA BLVD EAST
CHARLESTON, WV 25305

PLEASE INCLUDE POSTING NUMBER INS120023 ON APPLICATION