OFFICE ASSISTANT III
CLASSIFIED POSITION VACANCIES 001

LOCATION: DEPARTMENT OF REVENUE
INSURANCE COMMISSION
AGENT LICENSING & EDUCATION
KANAWHA

SCHEDULE: DAY SHIFT UNLIMITED ORIGINAL FULL-TIME PERM.

FTE: 1.00

DUTIES: UNDER GENERAL SUPERVISION, SUCCESSFUL CANDIDATE WILL BE RESPONSIBLE FOR PROVIDING CLERICAL SUPPORT TO THE AGENTS LICENSING UNIT. REQUIRES IN-DEPTH KNOWLEDGE OF INSURANCE LICENSING LAWS AND REGULATIONS THAT GOVERN THE SALE, SOLICITATION AND NEGOTIATION OF INSURANCE PRODUCTS. KNOWLEDGE OF PRE-LICENSING, CONTINUING EDUCATION AND RECIPROCITY REQUIREMENTS FOR EACH OF THE SIXTEEN LICENSE TYPES OFFERED IN WEST VIRGINIA. CONSIDERABLE KNOWLEDGE OF THE PRINCIPLES, PRACTICES AND TERMINOLOGY OF THE INSURANCE INDUSTRY. CANDIDATE WILL BE REQUIRED TO SUCCESSFULLY COMPLETE THE NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS "PRODUCER LICENSING: INTEGRATING POLICY WITH PROCESS" COURSE WITHIN THE FIRST 6 MONTHS OF EMPLOYMENT. REVIEWS, RESEARCHES AND ANALYZES EACH LICENSING APPLICATION FOR COMPLIANCE AND UNIFORMITY. EVALUATES EACH APPLICANT BY REVIEWING SUPPORTING DOCUMENTS ON THE (NIPR) NATIONAL INSURANCE PRODUCER REGISTRY ATTACHMENTS WAREHOUSE, THE (NAIC) NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS I-SITE DATABASE AND THROUGH (FINRA) FINANCIAL INDUSTRY REGULATORY AUTHORITY FOR POSSIBLE COMPLAINTS, FINES, SUSPENSIONS, REVOCATIONS, OR OTHER DISCIPLINARY ACTIONS IN OTHER STATES. AFTER THOROUGH ANALYSIS, FORMS LICENSING DETERMINATIONS AND RECOMMENDATIONS FOR APPROVAL/ DISAPPROVAL OF APPLICATIONS. ASSESSES AND PROVIDES GUIDANCE AND SUPPORT TO INDIVIDUALS AND BUSINESS ENTITIES ON DETERMINING WHETHER LICENSURE IS REQUIRED AND THE TYPES OF LICENSE REQUIRED. DETERMINES, ACCORDING TO ESTABLISHED GUIDELINES, APPLICANTS' ELIGIBILITY FOR NEW OR RENEWED LICENSURE AS AN INSURANCE PRODUCER,

ADJUSTER, SURPLUS LINES BROKER, INSURANCE AGENCY, ETC. REVIEWS AND ANALYZES REGULATORY ACTIONS TAKEN AGAINST AGENTS AND AGENCIES BY OTHER STATES AND DETERMINES IF ADDITIONAL REGULATORY ACTIONS SHOULD BE RECOMMENDED TO WEST VIRGINIA'S ENFORCEMENT DIVISION. EVALUATES DOCUMENTATION SUBMITTED BY NEW, RENEWAL, RESIDENT AND NON-RESIDENT APPLICANTS FOR PRODUCER LICENSES TO DETERMINE COMPLIANCE WITH APPLICABLE PRE-LICENSING, CONTINUING EDUCATION AND/OR RECIPROCAL REQUIREMENTS. EVALUATES DOCUMENTATION SUBMITTED BY APPLICANTS FOR AGENCY LICENSE TO DETERMINE COMPLIANCE WITH REQUIREMENTS FOR PROOF OF OWNERSHIP AND EMPLOYMENT OF LICENSED AGENTS. REVIEWS APPLICATIONS AND RELATED FORMS SUBMITTED WITH INCORRECT FEES OR PROBLEM AREAS; DETERMINES ERRORS AND CORRESPONDS WITH AGENTS, INSURANCE COMPANIES OR AGENCIES REGARDING RESOLUTION. UPDATES LICENSING RECORDS IN THE DEPARTMENT'S COMPUTER SYSTEM; ENTERS LICENSE REVOCATIONS INITIATED BY THE LEGAL SECTION; VERIFIES AND FLAGS AGENTS RECORDS FOR REFERRAL TO THE INVESTIGATIONS UNIT FOR INVESTIGATION OF COMPLAINTS, FINES, SUSPENSIONS, REVOCATIONS OR OTHER DISCIPLINARY ACTIONS REPORTED TO THE NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS (NAIC) BY OTHER STATES. RENEWS AND TERMINATES AGENT APPOINTMENTS AND LICENSES ACCORDING TO DEPARTMENT GUIDELINES AND PROCEDURES, AND MAINTAINS COMPUTERIZED LICENSE RECORDS. RENEWS AND TERMINATES AGENT LICENSES ACCORDING TO DEPARTMENT GUIDELINES AND PROCEDURES, AND MAINTAINS COMPUTERIZED LICENSE RECORDS. HANDLE LARGE DAILY VOLUME OF TELEPHONE, EMAIL, WRITTEN AND WALK-IN INQUIRIES FROM GENERAL PUBLIC, INSURANCE COMPANIES/AGENTS/AGENCIES AND OTHER DEPARTMENT PERSONNEL. ENTER AND RETRIEVE INFORMATION FROM DATABASE, IMAGING SYSTEM AND WEBSITE TO RESPOND TO GENERAL INQUIRIES. PREPARE DAILY FEE RECEIPTS FROM TRANSMITTAL TO ACCOUNTING DIVISION. ANALYZES AND AUDITS INVOICES, BILLS, ORDERS, FORMS, REPORTS AND DOCUMENTS FOR ACCURACY AND INITIATES CORRECTION OF ERRORS. ENTERS PERSONNEL INFORMATION INTO THE TIMEKEEPING SYSTEM.

RECEIVES, SORTS AND DISTRIBUTES INCOMING AND OUTGOING MAIL. OPERATES OFFICE EQUIPMENT SUCH AS ELECRICAL CALCULATOR, COPYING MACHINE, SCANNER, LASER PRINTER, AND FAX MACINES. ABILITY TO ANALYZE CONFIDENTIAL DATA AND MAKE APPROPRIATE DECISIONS BASED ON ESTABLISHED RULES AND REGULATIONS. CUSTOMER SERVICE ORIENTED, ANTICIPATING AND PROACTIVELY PROVIDING SOLUTIONS TO CUSTOMER NEEDS. PROVEN PROCESSING ABILITY WITH ATTENTION TO DETAIL AND HIGH RATE OF ACCURACY PROVEN TEAMWORK ABILITY TO WORK EFFECTIVELY WITH OTHER TO ACCOMPLISH ORGANIZATIONAL GOALS THROUGH CROSS TRAINING CAPABILITY AND FLEXIBILITY AND THROUGH TIMES CHANGING PRIORITIES STRONG WRITTEN AND VERBAL COMMUNICATION SKILLS, SHARES INFORMATION AND IDEAS WITH OTHERS, HAS GOOD LISTENING SKILLS. DEPENDABLE - MEETS COMMITMENTS, ABLE TO WORK INDEPENDENTLY, ACCEPT ACCOUNTABILITY, HANDLE CHANGE AND STAY FOCUSED UNDER PRESSURE.

REQUIREMENTS: TRAINING: GRADUATION FROM A STANDARD HIGH SCHOOL OR THE EQUIVALENT.
EXPERIENCE: FOUR (4) YEARS OF FULL-TIME OR EQUIVALENT PART-TIME PAID EXPERIENCE PERFORMING ROUTINE OFFICE WORK.
SUBSTITUTION: COLLEGE HOURS, RELATED BUSINESS SCHOOL, OR VOCATIONAL TRAINING MAY BE SUBSTITUTED THROUGH AN ESTABLISHED FORMULA FOR THE REQUIRED EXPERIENCE.

SALARY: PAY GRADE 007 $20,472.00 - $37,884.00

DEADLINE: NOVEMBER 27, 2012

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

PLEASE INCLUDE POSTING NUMBER INS130014 ON APPLICATION