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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: \*\*\*\*\*  
INVESTIGATES COMPLAINTS FILED AGAINST INSURANCE COMPANIES, AGENCIES AND AGENTS INVOLVING DISPUTED CLAIMS AND ALLEGED UNFAIR INSURANCE PROCTICES. MEDIATES SETTLEMENTS BETWEEN CLAIMANT AND INSURANCE COMPANY BY GATERING FACTS AND RECOMMENDING SOLUTIONS ACCORDING TO POLICY AND INSURANCE CODE. ADVISE 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. MAY BE REQUIRED TO ATTEND WV LIFE & HEALTH OR PROPERTY AND CALUALTY INSURANCE CLASSES, OR OTHER TRAININGS DEEMED NECESSARY. MUST BE ABLE TO COMMUNICATE EFFECTIVELY BOTH VERBALLY AND IN WRITING. MUST BE ABLE TO ESTABLISH AND MAINTAIN A GOOD WORKING RELATIONSHIP WITH CUSTOMERS, VENDORS AND AGENCY PERSONNEL. COORDINATES SPECIAL PROJECTS AND OTHER DUTIES AS DIRECTED BY THE CONSUMER SERVICES DIRECTOR. PEFERENCE WILL BE GIVEN TO CANDIDATES HAVING KNOWLEDGE IN WORKERS COMPENSATON OR THE NAIC STATE BASED SYSTEM.

REQUIREMENTS: TRAINING: GRADUATION FROM AN ACCREDITED FOUR-YEAR COLLEGE OR UNIVERSITY.  
SUBSTITUTION: EXPERIENCE AS DESCRIBED BELOW MAY

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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.

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

DEADLINE: DECEMBER 09, 2014

TO APPLY: SEND DIVISION OF PERSONNEL APPLICATION TO:  
KATHRYN MULLINS  
INSURANCE COMMISSION  
1124 SMITH STREET  
CHARLESTON, WV 25301

PLEASE INCLUDE POSTING NUMBER INS150010 ON APPLICATION