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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: SPECIAL QUALIFICATINS DESIRED: A WORKING KNOWLEDGE OF THE AFFORADABLE CARE ACT.
DETAILED JOB DUTIES: CANDIDATE WILL BE RESPONSIBLE FOR INVESTIGATING COMPLAINTS FILED BY PUBLIC AGAINST INSURANCE COMPANIES, THEIR AGENTS AND ADJUSTERS THAT ARE REGULATED BY THE WV INSURANCE COMMISSIONER. DUTIES INCLUDE RESPONDING TO INQUIRIES RECEIVED OVER THE TELEPHONE AND IN WRITING. RESPONSIBLE FOR THE OVERALL HANDLING OF A COMPLAINT FILE SET UP ON EACH WRITTEN INQUIRY, INCLUDES CORRESPONDING WITH THE APPROPRIATE INSURANCE COMPANY, AGENT OR ADJUSTER ON EACH COMPLAINT AND REVIEWING THE RESPONSE AND DOCUMENTATION RECEIVED IN RESPONSE. SPECIALIST MAY MEDIATE A SETTLEMENT BETWEEN A COMPLAINANT AND THE INSURER OR THEIR AGENTS BY GATHERING FACTS AND RECOMMENDING SOLUTIONS ACCORDING TO POLICY PROVISIONS AND OUR INSURANCE LAWS AND REGULATIONS. WILL WRITE REPORTS AND NARRATIVES ON COMPLAINTS. CONFER WITH UNITED STATES CONGRESSMEN, SENATORS, STATE LEGISLATORS AND THE GOVERNOR IN RESOLVING CONSTITUENT PROBLEMS. CONDUCT INSURANCE EDUCATION SEMINARS AND OUTREACH PROGRAMS TO ASSIST CONSUMERS IN WV AND TO PROMOTE THE WORK DONE BY THE INSURANCE COMMISSION. MAY REQUIRE SOME TRAVEL. ADDITIONAL TRAINING AS NEEDED.

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

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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: MARCH 05, 2015

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

PLEASE INCLUDE POSTING NUMBER INS150037 ON APPLICATION