

DATE: OCTOBER 05, 2016
INS170011
PAGE: 1

OFFICE ASSISTANT 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: DETAILED JOB DUTIES: RECEIVE, SORT, SCAN AND
DISTRIBUTE INCOMING AND OUTGOING MAIL TWICE DAILY
COMPILE INFORMATION FOR ENTRY OF NEW COMPLAINTS
IN DATA BASE. COMPOSE, PROOFREAD, EDIT (INCLUDING:
SPELLING, GRAMMAR, AND FORMATTING) CORRESPONDENCE
TO COMPLAINTANTS, AGENTS, INSURANCE COMPANIES, AND
OTHER STATE AND FEDERAL GOVERNMENT AGENCIES.
ANSWER TELEPHONE CALLS, GIVING INFORMATION TO
CALLERS, FORWARDING CALLS TO COMPLAINT EXAMINERS
AND OTHER DIVISIONS AND STATE AGENCIES, TAKING
MESSAGES. UTILIZE MICROSOFT OFFICE PROGRAMS SUCH
AS: EXCEL, WORD, OUTLOOK AND LEARN/MANEUVER THE
NAIC SDS PROGRAMS. OPERATE OFFICE EQUIPMENT SUCH
AS CALCULATOR, COPY MACHINE, SCANNER, FACSIMILE
AND OTHER EQUIPMENT AS NEEDED. ASSIST WALK-IN
CONSUMERS WITH COMPLETION OF COMPLAINT FORMS AND
DIRECT TO APPROPRIATE EXAMINER. FILL IN WHEN OTHER
OFFICE ASSISTANTS ARE NOT AVAILABLE. PERFORM OTHER
CLERICAL DUTIES AS ASSIGNED.

REQUIREMENTS: TRAINING: GRADUATION FROM A STANDARD HIGH SCHOOL
OR THE EQUIVALENT.
EXPERIENCE: TWO YEARS OF FULL-TIME OR EQUIVALENT
PART-TIME PAID EXPERIENCE IN 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 005 \$18,552.00 - \$34,332.00

DEADLINE: OCTOBER 17, 2016

DATE: OCTOBER 05, 2016
INS170011
PAGE: 2

TO APPLY:

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

PLEASE INCLUDE POSTING NUMBER INS170011 ON APPLICATION