



**WEST VIRGINIA**  
Division of Personnel  
1900 Kanawha Blvd. E., Bldg. 6, Room 420  
Charleston, WV 25305

<http://www.personnel.wv.gov>

**INVITES APPLICATIONS FOR THE POSITION OF:  
Insurance Complaints Specialist**

*An Equal Opportunity Employer*

**SALARY**

\$2,597.00 - \$4,805.00 Monthly    \$31,164.00 - \$57,660.00 Annually

**ISSUE DATE:** 03/15/17

**FINAL FILING DATE:** 03/30/17

**THE POSITION**

**Department of Revenue / Offices of the Insurance Commissioner / Consumer Service Division, Kanawha County** - At the full performance level, investigates 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 consumers 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 company responses 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 us congressmen senators and state legislators in resolving constituent problems. **Special Qualifications Desired:** Preference given to candidates with a working knowledge of the Affordable Care Act. (INS170019; INS170020)

**Click Here** for more information on the *Insurance Complaints Specialist* job classification.

**Click The APPLY Link Above To Apply Online.** Do not use a paper application unless you cannot apply online. If you must use a paper application due to disability or other valid reason, please call our office (304) 558-3950 (8-4:30pm) for special instructions.

**IMPORTANT:** Your eligible score will be based on information provided in your application; therefore, make sure your application is detailed and complete. You may attach a resume and other documents; however, you should NEVER enter "See Resume" on the application. You MUST complete ALL parts of the application, including the Work Experience section. **NOTE:** Jobs on your application that do not have a salary amount will be considered volunteer and will NOT be counted as qualifying. Estimate salary if necessary.

This posting is for one or more specific vacancies. Applicants will be considered ONLY for these position(s) and specified location(s). Your application will remain active for this job for 120 days or until the job is filled. Should this job title be re-opened for applications at a later date, applicants who remain interested in this job title MUST re-apply to be considered. To receive an email notice anytime jobs in this or other categories are posted, you may choose to complete a

**Job Interest Card** from the slide-out menu located at the top left of our *Job Opportunities* page.

As a condition of employment, an inquiry into job-related information will be completed which may include, but not limited to, criminal records, abuse registry records, driving records, employment history, and education and training. Failing to cooperate with this process, providing false and incomplete information, or discovery of disqualifying information will result in denial of or dismissal from employment or denial of transfer irrespective of when discovered.

### **MINIMUM QUALIFICATIONS**

#### **Training:**

Bachelor's degree from a regionally 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.

**NOTICE:** If you are claiming college or other post-high school education or license, you MUST attach or provide by mail a legible copy of your OFFICIAL education transcript, license or training record. YOU WILL NOT BE CONSIDERED FOR EMPLOYMENT UNTIL THIS VERIFICATION HAS BEEN RECEIVED. To avoid missing a job opportunity, it is important that you provide this verification immediately. You only have to provide this verification one time. It is not required with every application. Attach documents to the online application, or mail to: Division of Personnel, 1900 Kanawha Blvd. E., Charleston, WV 25305.

[[OIC Link](#)]

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.personnel.wv.gov>

OR

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EXAM #9190CI  
INSURANCE COMPLAINTS SPECIALIST  
AS