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 QUALIFICATIONS DESIRED: PREFERENCE GIVEN TO CANDIDATES WITH A WORKING KNOWLEDGE OF THE AFFORDABLE CARE ACT. DETAILED JOB DUTIES: 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.

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 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: NOVEMBER 11, 2016

TO APPLY: SEND DIVISION OF PERSONNEL APPLICATION TO:
KATHRYN MULLINS
OFFICES OF THE INSURANCE COMMISSIONER
900 PENNSYLVANIA AVENUE
CHARLESTON, WV 25302

PLEASE INCLUDE POSTING NUMBER INS170020 ON APPLICATION