

Job Opening

#14-01-The Oklahoma Insurance Department has an opening in the Consumer Assistance Division for an Administrative Coding Clerk. The salary range is \$28,000 to \$32,000. **Submit résumés by 5:00 p.m., February 14, 2014 to: humanresources@oid.ok.gov**

DEFINITION:

Under general supervision, this position provides customer service and assistance to the general public by resolving questions and problems concerning insurance related issues. This position will also provide clerical support as needed.

DUTIES AND RESPONSIBILITIES:

This position is responsible for all incoming Request for Assistance forms (consumer inquiry and complaints) and coding them according to the proper NAIC criteria.

Responsible for assigning files to appropriate analyst and determining the proper contact letter.

Meet deadline for entering files.

Responsible for double checking data entry.

Performs a variety of clerical duties, including but not limited to, typing, faxing and filing.

Responds to requests concerning the interpretation of state law and rules as well as agency policies and procedures.

Administrative support to the Director and Assistant Director

Order supplies for the division

Prepares mail and parcels for mailing, sorts and distributes mail.

Performs other duties as required and requested by OID staff.

KNOWLEDGE AND SKILLS:

Must possess knowledge of telephone etiquette and procedures. Must possess ability to learn and differentiate among various types of insurance information in order to assist the consumers with their concerns; to organize time effectively; to establish and maintain effective relationships with others; to understand the basic functions of other divisions within the department; to handle routine business decisions; and to deal tactfully with the public. Must possess excellent verbal and written communication skills. Proven ability to multitask. Basic Computer skills: ability to effectively navigate through Microsoft Windows products including, Microsoft Excel, Word and Outlook. Fluent in English and Spanish preferred.

EDUCATION AND EXPERIENCE:

High School Diploma or GED required, Associates degree preferred.

One year data entry / clerical experience preferred.

Minimum one year of insurance-related experience in either Property and Casualty or Life and Health required, two or more preferred.

ADDITIONAL REQUIREMENTS:

Must be willing to complete additional or continuing education for customer service and/or insurance-related topics provided by the Department. **MUST PASS BACKGROUND CHECK.**

Employees of the Oklahoma Insurance Department are unclassified employees of the state. For benefits offered by the State of Oklahoma to employees of the state, please use this link to access the Oklahoma Office of Personnel Management benefits page at http://www.ok.gov/opm/HR_and_Employee_Services/index.html.

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