

Job Opening

#13-06-The Oklahoma Insurance Department has an opening in the Consumer Assistance Division for a Claims Review Specialist II. The salary range is \$32,000 to \$38,000. **Submit résumés by 5:00 p.m., August 2, 2013 to: humanresources@oid.ok.gov**

DEFINITION:

Under limited supervision, analyzes and investigates consumer complaints and inquiries received by the Consumer Assistance/Claims Division of the Oklahoma Insurance Department.

EXAMPLES OF WORK PERFORMED:

- Conduct interviews with individuals making inquiries and/or complaints to assimilate and establish the need for assistance; open file if necessary.
- Serve as intermediary for the inquirer and provide direct contact with the insurer.
- Plan, organize and implement a course of action for each consumer inquiry to provide the most efficient, prompt and effective response within the jurisdiction of the department. Maintain effective communication with the consumer throughout the process.
- Convey response to the consumer or explain and facilitate the understanding of a response that may not be desirable.
- Provide technical knowledge, expertise, detailed information and response to the public regarding various insurance questions and concerns.
- Perform other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Must possess knowledge of insurance laws, rules and policies; diplomatic relations; and telephone procedures and etiquette. Must possess skills in time management and decision-making. Ability required to learn and understand the various functions of other divisions within the department; to initiate, implement and complete a task required in resolving insurance questions, concerns or complaints; to exercise discretionary judgment in reviewing claims files; to handle confidential work with tact and discretion; to maintain effective working relationships; and to communicate effectively, both orally and in writing.

EDUCATION AND EXPERIENCE:

Two years experience in the insurance field or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS: Must be willing to work extra evenings and weekends when needed. 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. "Affirmative Action/Equal Opportunity Employer"