

Job Opening

#15-08-The Oklahoma Insurance Department has an opening in the Consumer Assistance Division for an Administrative Clerk II. The salary range is \$24,000 to \$28,000. **Submit résumés by 5:00 p.m., October 12, 2015 to angie.fields@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. Represent the department in a professional, efficient and ethically sound manner.

DUTIES AND RESPONSIBILITIES:

- Processes and reviews incoming Request for Assistance forms to ensure no file duplication.
- Answer inbound telephone calls, secures and provides requested information, provides services or directs the request to those who can provide the customer with the information or services.
- Responsible for maintaining and distributing scanned documents to the Consumer Assistance Division
- Provide technical knowledge and response to the public regarding various insurance related questions and concerns.
- Perform a variety of clerical duties, including but not limited to, typing, faxing and filing.
- Respond to requests concerning the interpretation of state law and rules as well as agency policies and procedures.
- Prepares mail and parcels for mailing, sorts and distributes mail.
- Responsible for data entry for the Lost Life Policy Locator Requests
- Performs other duties as required by the Assistant Director of Consumer Assistance

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.**

Individual may be required to pursue NAIC designations as job duties require.

NOTE: Employees of the Oklahoma Insurance Department cannot have an immediate relative who is financially interested, directly or indirectly, in any insurer, agency or insurance transaction (except as a policyholder or claimant). The selected applicant must not have a felony conviction and must pass a background check. Individual may be required to pursue NAIC designations as job duties require.

Additional Factors:

Employees of the Oklahoma Insurance Department are unclassified employees of the state. To see a complete list of benefits offered by the State of Oklahoma to employees of the state click on the following link.

http://www.ok.gov/opm/HR_and_Employee_Services/index.html

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