

## Job Opening

#12-019-The Oklahoma Insurance Department has an opening for a Field Representative in the SW Division of the State. The salary range is \$30,000 to \$35,000. **Submit résumés by 5:00 p.m., August 9, 2012.**

Oklahoma Insurance Department

Attn: Human Resources

3625 NW 56<sup>th</sup> St, Ste 100

Oklahoma City, OK 73112

by e-mail to: [humanresources@oid.ok.gov](mailto:humanresources@oid.ok.gov)

### **JOB DESCRIPTION:**

This position is responsible for community outreach and assisting consumers with insurance related issues. Under limited supervision, receive consumer complaints and inquiries and follow through to completion. Attend community meetings and consult with producers and OID licensed groups. Extensive travel within region is required.

### **EXAMPLES OF WORK PERFORMED:**

- Receive consumer complaints and implement a course of action to resolve each inquiry.
- Provide efficient, prompt and effective response within the jurisdiction of the Oklahoma Insurance Department.
- Attend community events and meetings; give presentations and training to community organizations and OID licensed groups.
- Maintain effective communication with consumers, insurance agents, bail bondsman, licensed adjusters and fire districts in each community.
- Provide technical knowledge, expertise, and related insurance information to the public.
- Serve the community as intermediary contact with Consumer Assistance to resolve all inquiries.
- Perform other duties as required and requested by OID staff.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to maintain effective working relationships with all OID licensed groups as well as community organizations.
- Understand various customer needs; to handle confidential work with tact and discretion; to represent the department effectively and professionally;
- Ability to 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; and to communicate effectively, both orally and written.
- Must possess skills in time management, decision making, and able to meet deadlines.

### **EDUCATION AND EXPERIENCE:**

Must be bi-lingual fluent in English and Spanish. High school Diploma or GED required. Public speaking and presentation skills are a must. Insurance related experience and strong communication skills are a plus.

### **ADDITIONAL REQUIREMENTS:**

- Willing to complete additional or continuing education for customer service and/or insurance-related topics provided by the Department.
- Must pass a background check and have a valid driver's license.
- Property & Casualty experience and one or more of the following designations are a plus: ACS, CLU, CPCU, FLMI, CISR, CIC, ARC, AIRC

**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.

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 Office of Personnel Management benefits page at [http://www.ok.gov/opm/HR\\_and\\_Employee\\_Services/index.html](http://www.ok.gov/opm/HR_and_Employee_Services/index.html)  
EEO/AA