



KANSAS INSURANCE DEPARTMENT

Vicki Schmidt, Commissioner

Announcement of Vacant Position Internal - External

Posting Date: November 12, 2021
Job Vacancy: Consumer Assistance Representative (Policy Examiner I)
Division: Consumer Assistance Division
Job ID: 202067
Compensation Rate: \$40,500 annually (*Commensurate with Experience*)
Position Type: Unclassified, Regular, Full-Time, Nonexempt, Benefits Eligible
Closing Date: November 22, 2021
Contact Person: Dale Hubbell – dale.hubbell@ks.gov or 785-291-3801

The Kansas Insurance Department is seeking a motivated and qualified individual to fill a Consumer Assistant Representative position in our Consumer Assistant Division. We offer a comprehensive benefits package and a fantastic work environment. Our beautifully renovated office is located near Wanamaker Road with easy access to I-70. We would love for you to join our outstanding team and help us in our mission to “Regulate, Educate & Advocate.”

Job Description:

As a Consumer Assistant Representative, one of your main duties will be to assist consumers with insurance related questions and complaints and assist them in resolving those complaints whenever possible. You will also assist consumers in understanding their options with insurance related matters. The ideal candidate for this position will be someone who has a strong desire to assist others and to help in our mission to provide consumer protection and regulation of the state’s insurance industry.

If you are interested in a dynamic career that offers a challenging work experience and excellent benefits, this position will be a great fit for you. Previous insurance industry experience is desirable, however, on the job training is provided with relation to the insurance industry. For additional requirements and information on how to apply, see below.

For a detailed position description please contact Dale Hubbell at dale.hubbell@ks.gov or 785-291-3801.

Preferred Requirements:

Graduation from an accredited four-year college or university with major course work in business administration or related field(s). Professional or technical experience in the insurance industry or

other closely related field, as deemed by the Commissioner of Insurance to be sufficient qualification to perform the assigned work, may be substituted for the required college study.

Desired Skills and Knowledge:

- Strong customer service skills.
- Knowledge of federal and state laws and regulations governing the area of insurance regulation.
- Experience in ensuring compliance with governmental statutory and regulatory requirements along with the ability to interpret and apply statutes, regulations and procedures to carry out assignments and make decisions relative to insurance industry filings.
- Ability to communicate technical information; conduct formal presentations; and negotiate with others to resolve issues.
- Ability to gather and communicate factual information and ideas orally and in writing.
- Ability to distinguish relevant information from all information gathered and form sensible conclusions.
- Ability to deal with people in an impartial manner.
- Ability to retain self-control under stressful conditions.
- Knowledge of common computer software including word processing, spreadsheet, database and web-based applications required.
- Knowledge of general office practices including: typing, arithmetic, grammar, spelling and proofreading required.

Other Requirements:

- As a condition of employment, candidates are subject to a pre-employment screening process to include name-based criminal history records check and reference/background check of past and present employers.
- Verification of identity and employment eligibility to work in the U.S. is required by federal law.
- Veteran's Preference Eligible – please visit: <http://da.ks.gov/ps/aaa/recruitment/veterans.htm> for additional information.
- Tax Clearance Certificate required, please visit: <https://www.ksrevenue.org/taxclearance.html>

How To Apply:

Step 1: Create an Account at the State of Kansas Careers website at: <https://admin.ks.gov/services/state-employment-center/sec-home>

Step 2: Once you have created an account, complete the online State of Kansas application form and upload the other required documents.

- Kansas Tax Clearance Certificate
- Resume
- Cover letter
- Transcripts
- Veterans' Preference K.S.A. 73-201(c) Form and DD-214, if applicable.

Recruiter Contact: Dale Hubbell

Phone: 785-291-3801

Email: dale.hubbell@ks.gov

What to Expect Next:

Your application will be reviewed and we will evaluate your qualifications based on the materials that you submit. Therefore, the materials that you submit must be complete and fully discuss how you meet the minimum, other, and preferred qualifications, if applicable. After your application is evaluated, you may be contacted for further information or to schedule an interview.

KANSAS TAX CLEARANCE CERTIFICATE REQUIRED: Each applicant applying for a State of Kansas job vacancy must obtain a valid and up to date Kansas Certificate of Tax Clearance by accessing the Kansas Department of Revenue's website at <http://www.ksrevenue.org/taxclearance.html>. A Tax Clearance is a comprehensive tax account review to determine and ensure that an individual's account is compliant with all primary Kansas Tax Laws. A Tax Clearance expires every 90 days. **All applicants, including current State employees, are responsible for submitting a valid and up to date certificate with all other application materials to the hiring agency.** This is in accordance with Executive Order 2004-03. If you need assistance with the tax clearance, please contact 785-296-3199.

Veteran's Preference Eligible (VPE):

Former military personnel or their spouse that have been verified as a "veteran" according to K.S.A. 73-201, will receive an interview if they meet the minimum competency factors of the position. The veterans' preference laws do not guarantee the veteran a job. Positions are filled with the best qualified candidate as determined by the hiring manager. Additional VPE information can be found at <http://da.ks.gov/ps/aaa/recruitment/veterans.htm>. DD Form 214, Certificate of Discharge or Separation from Active Duty, or other official documents (to include military discharge papers, or equivalent certification from the VA listing military status, dates of service, and discharge type) issued by the branch of service are required as verification of eligibility for veterans' preference.

If you have questions, please do not hesitate to contact us at 785-291-3801.

Individuals with disabilities are encouraged to contact the Recruiter if reasonable accommodations are needed for any part of the application or hiring process.

The Kansas Insurance Department is an Equal Opportunity Employer