



Kansas Department of Insurance

Commissioner Vicki Schmidt

Announcement of Vacant Position Internal - External

Posting Date: April 4, 2024
Job Vacancy: Supervisor, Health and Life Section
Job Opening ID: 212518
Division: Consumer Assistance Division
Compensation Rate: \$62,000 to \$70,000 (*Commensurate with Experience*)
Position Type: Unclassified, Regular, Full-Time, Exempt, Benefit's-Eligible
Closing Date: **April 12, 2024**
Contact: Dale Hubbell - dale.hubbell@ks.gov or 785-291-3801

Job Summary

The Kansas Department of Insurance is offering a challenging and rewarding career opportunity as a Supervisor in the Health and Life Section of our Consumer Assistance Division. If you have a passion for protecting Kansas consumers and strong leadership skills, this position will be a great fit for you. As a Supervisor of the Health and Life Section, you will be responsible for overseeing the day-to-day supervision and coordination of all activities of the team. This position reports to the Director of the Consumer Assistance Division. As a member of the management team, you will help support the overall mission of the Department to "Educate, Regulate and Advocate." and ensure the success of the Health and Life Section and its team members.

The Team

The team members in Consumer Assistance are collaborative, hardworking and embrace a fun working environment. The focus of the team is to respond to questions and concerns received by Kansas constituents always providing professional assistance.

Key Responsibilities

- Assigns, manages and evaluates the work of consumer assistance representatives assigned to the Health and Life Section of the Consumer Assistance Division.
- Coordinates activities of staff within the unit to ensure the smooth flow of work and adequate staff coverage. Oversee cross training of staff to ensure adequate back-up exists during periods of staff absence from work. Continually assesses staff training needs.
- Determines performance objectives for staff; conducts performance reviews; appoints staff to special projects; review work assignments and resolves issues. Oversees cross training of staff within the unit to ensure adequate back-up exists during periods of staff absences from work. Continually assesses staff training needs. Reviews and approves bi-weekly time and leave reports submitted by staff and coordinates and approve leave time of staff.

- Receives insurance-related complaints from Kansas insurance consumers. Obtains consumer documentation as needed to investigate complaints. Submits inquiry to insurance company(ies), agents(s) or agency(ies) to obtain statutorily required responses to complaints. Including management of records assigned from Executive Staff.
- Responsible for maintaining your own active caseload of consumer complaints.
- Assists with review, management, and assignment of independent medical review files; including the maintenance of invoices

What We Have to Offer

The Kansas Department of Insurance has a comprehensive benefits package that includes:

- No waiting period for health insurance coverage – eligible for insurance on day one
- Competitive Salary
- Paid holidays, vacation leave, sick leave, and parental leave
- Retention and Credential Bonus Opportunities
- Personal and professional growth opportunities by offering career development programs to further career advancement
- Outstanding work-life balance with flexible work schedules and a chance to work one day a week remotely after six months of employment with the Department
- KPERs Retirement plan and deferred compensation program
- Beautifully renovated office near Wanamaker Road with free parking and easy access to I-70

Qualifications

Required:

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 a regulatory environment 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.

Preferred Candidate Will Have:

- Experience in planning, organizing, and directing the work of a program or unit and must demonstrate good supervisory skills and knowledge.
- Knowledge of the insurance industry, including insurance terms and terminology, concepts, laws and regulations.
- Ability to resolve problems (knowing how to define the problems, how to prioritize the problems and how to provide resolution to the problems).
- Knowledge of team building skills, employee motivation, and recognizing and rewarding performance.
- Ability to plan and to identify goals, objectives, methods, resources needed to carry out these methods.

- Ability to coordinate the efforts of others in accomplishing assigned work objectives and the ability to organize and prioritize.

Additional 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.
- Kansas Tax Clearance Certificate is required, please visit the Department of Revenue's website for more information go to: <https://www.ksrevenue.org/taxclearance.html>
- Veteran's Preference Eligible – **Learn more about claiming Veteran's preference at:** <https://admin.ks.gov/offices/personnel-services/jobs/veterans-preference>

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
- 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 and preferred qualifications, if applicable. After your application is evaluated, you may be contacted for further information or to schedule an interview.

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 Department of Insurance is an Equal Opportunity Employer