

Job Description

Job Title	Consumer Protection Advocate		
Job ID	26006		
Date Opened	05/02/2024		
Date Closed	05/12/2024		
Location	1050 1st Street, NE		
Full/Part Time	Full-Time	Type of Appointment	Career Service - Reg Appt
Regular/Temporary	Regular		
Agency	SR	Insurance, Securities and Bank	
Area of Consideration	Open to Public		
Grade	14		
Bargaining Unit	CH11	Non Union - Chapter 11	
Minimum Range	\$109,999.000000	Maximum Range	\$141,707.000000
Target Openings	1	Available Openings	1

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General Job Information

Job Summary

This position is in the Department of Insurance, Securities and Banking, Compliance and Analysis Division (CAD), in the Office of Deputy Commissioner for Market Conduct, in the District of Columbia. DISB's goal is to protect the interests of District of Columbia consumers from unfair and abusive practices, while providing an equitable business arena for the regulated entities operating in Washington, DC.

This position serves as a Consumer Protection Advocate with the primary responsibility to coordinate, measure, monitor, mitigate, and manage consumer protection related issues by the implementation of the Department's comprehensive consumer protection program, and ensuring the program meets the changing needs of consumers, with particular focus on underserved populations and communities.

Duties and Responsibilities

Solicits and evaluates information concerning various types of consumer related issues which may include, but not limited to, mortgage servicing issues, reverse mortgage abuses and related predatory practices, foreclosure fraud scams, investment scams, scams targeting the senior population, insurance related scams, investor education, and matters including emerging risks identified through the consumer complaint review process, Department examinations, the insurance rate filing process and other types of abuses concerning financial services affecting consumers. The incumbent is the Chief Advocate against these abuses.

Monitors consumer inquiries and complaints which have been provided to the Department' from the public, Advisory Neighborhood Commissioners (ANC), City Council, and the Mayor's Office. Develops a more comprehensive enforcement process which includes bringing enforcement action against bad actors and identified practices that hurt consumers.

Proposes consumer protection best practice initiatives through monitoring of other state consumer protection programs. Coordinates consumer protection issues and activities within the Department and with other agencies in the government of the District of Columbia.

Surveys the community to determine important consumer-related issues that should be addressed by the Department. Coordinates with the National Association of Insurance Commissioners (NAIC), North American Securities Administrators Association (NASAA), the Consumer Financial Protection Bureau (CFPB), the DC Attorney General's Office, and other stakeholder organizations to identify and monitor consumer protection risks in the financial sector.

Collaborates and coordinates with internal Bureaus and Departments to identify risk and design a Consumer Protection Dashboard that identifies consumer protection risk and develops related key risk indicators and key performance indicators to effectively manage risk.

Qualifications and Education

Specialized experience is experience which is directly related to the position which has equipped the individual with the knowledge, skills, and abilities to successfully perform the duties of the position. To be creditable, the incumbent must possess at least one (1) year of specialized experience equivalent to the next lower grade level in the normal line of progression.

License and Certification

None

Work Conditions/Environment

The work is performed in an office setting. Travel is required to conferences, legislative meetings, hearings, and stakeholder meetings. Travel throughout the 8 wards and to other jurisdictions is also required.

Other Significant Facts

Tour of Duty: Monday- Friday; 8:15am – 4:45pm

Pay Plan, Series and Grade: CS-301-14

Promotion Potential: No known promotion potential

Collective Bargaining Unit: This position is not covered under a collective bargaining agreement.

Position Designation: The incumbent of this position will be subject to enhanced suitability screening pursuant to Chapter 4 of DC Personnel Regulations, Suitability – Security Sensitive.

EEO Statement: The District of Columbia Government is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, or political affiliation.

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