

Job Description

Job Title	Consumer Services Specialist		
Job ID	17705		
Date Opened	06/16/2022		
Date Closed	07/15/2022		
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	12		
Bargaining Unit	1_2	Compensation Unit 1 & 2	
Minimum Range	\$85,209.000000	Maximum Range	\$109,023.000000
Target Openings	1	Available Openings	1

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General Job Information

JOB SUMMARY

This position is located in the Department of Insurance, Securities, and Banking, Office of the Deputy Commissioner for Market Compliance, Consumer Services Division. The Consumer Services Division enforces all financial services laws of the District of Columbia and applicable federal laws relative to the operation of insurance, securities, and banking in the District of Columbia or under the authority of the District Government. The primary purpose of this position is to ensure consumer protection by responding to complaints of misconduct and/or allegations of fraud in the financial services markets.

DUTIES AND RESPONSIBILITIES

The incumbent is responsible for providing a wide range of consumer advocacy services in the administration of government laws and regulations concerning complaints and/or allegations concerning financial services products and services in the insurance, securities, and banking industry sectors. The incumbent employs various techniques in determining whether statutory violations have occurred. More specifically, the incumbent: Acts as a consumer advocate engaged in receiving and responding to public inquiries. Provides assistance and information to consumers. Responds to consumer complaints/disputes regarding actions of financial services products and service providers, and allegations of violations of the insurance, securities, and banking laws.

Independently reviews and analyzes factual data to determine validity of complaints. Conducts investigations by acquiring documentation, records and other evidence from the complainants and other involved parties. Acts as a liaison between consumers and financial services and products providers to resolve misunderstandings regarding products and/or services. Performs various activities related to investigations such as updating of files and the complaint tracking database, compiling of reports and drafting of correspondence.

Qualifications and Education

Specialized Experience is experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression.

Working Conditions/Environment

The work is sedentary in nature. Typically, the incumbent works at a desk and interacts with others who do the same

Other Significant Facts**Tour of Duty: Monday - Friday 8:15 am to 4:45 pm****Pay Plan, Series, Grade: CS-301-12****Promotion Potential: No Known promotion potential****Duration of Appointment: Career Services - Regular Appointment****Collective Bargaining Unit (Union):** This position is in a collective bargaining unit (AFSCME/2743), and you may be required to pay an agency service fee through direct payroll deduction.**Position Designation**

This position has been deemed Security Sensitive under the guideline of the DC Personnel Manual. Incumbents of this position are subject to enhanced suitability screening pursuant to Chapter 4 of DC personnel regulations. Accordingly, incumbents must successfully pass a criminal background and consumer credit check as a condition of employment and will be subject to periodic criminal background checks for the duration of their tenure.

Vaccination Requirement

The Government of the District of Columbia values the safety of our employees, our residents, and our visitors. In support of these values, if you are selected for this job, you must be fully vaccinated against COVID-19, except when vaccination is not medically advised or violates your sincerely held religious beliefs. If you are invited to join our team, you must submit proof that you are fully vaccinated against COVID-19 to your initial HR representative, or you must request an exemption from your representative. New employees must either provide proof of vaccination or be granted a medical or religious exemption before working with the Government of the District of Columbia.

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.