

Job Description

Job Title	INSURANCE OPERATIONS SPEC		
Job ID	24571		
Date Opened	01/18/2024		
Date Closed	02/06/2024		
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	12		
Bargaining Unit	1_2	Compensation Unit	1 & 2
Minimum Range	\$89,958.000000	Maximum Range	\$115,104.000000
Target Openings	1	Available Openings	1

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General Job Information

Job Summary

This position is located in the District of Columbia Government (District), Department of Insurance, Securities, and Banking (DISB), Compliance and Analysis Division (Division). The incumbent serves as an Insurance Operations Specialist, performing the full range of administrative and technical tasks required in providing assistance to residents, constituents and stakeholders concerning complaints, inquiries, and/or allegations of violations concerning motor vehicle insurance laws, taxicab insurance regulations, healthcare insurance, property and casualty insurance, fraternal benefit associations, and other specialized insurance laws, rules and regulations.

Duties and Responsibilities

Performs the duties of a consumer advocate engaged in receiving and responding to public inquiries and consumer complaints. Provides technical assistance and information to consumers under the DISB consumer outreach initiatives, community engagement programs, consumer complaint disposition protocols and inquiries from constituents and internal and external stakeholders. Responds to and resolves consumer complaints/disputes regarding payment of insurance claims, non-renewal disputes, premium charges, and allegations of violations of insurance laws.

Conducts in-depth research and extensive investigations of complaints in order to develop answers to specific questions and issues. Independently resolves problems through individual counseling or refers consumers to the appropriate agency for further assistance; provides counsel to consumers regarding insurance needs. Reviews and analyzes factual data to determine validity of complaints. In instances of insurance company mishandling claims, premiums and refunds, incumbent intercedes on behalf of complainants to rectify errors, advises policyholders/claimants of their appeal rights in instances of cancellation and non-renewal.

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, at least one (1) year of specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression.

Licenses and Certifications

None

Working Conditions/Environment

The work is performed in a typical office setting

Other Significant Facts

Tour of Duty: Monday – Friday; 8:30 a.m. – 5:00 p.m.

Pay Plan Series and Grade: CS-301-12

Promotion Potential: No known promotion potential

Collective Bargaining Unit: This position is in a collective bargaining unit (AFSCME 2401), and you may be required to pay an agency service fee through direct payroll deduction.

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.