

## Job Description

**Job Title** Consumer Services Specialist

**Job ID** 6364

**Date Opened** 02/15/2019

**Date Closed** 03/16/2019

**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** \$79,930.000000

**Maximum Range** \$102,268.000000

**Target Openings** 1

**Available Openings** 1

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[Return to Previous Page](#)

[Switch to Internal View](#)

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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 C.C. 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.

Receives and fills public requests for consumer bulletins; maintains computer databases of information from consumer contacts; develops reports and other material as needed. Maintains records, data and other documentation regarding calls, contacts and actions taken. Assists with the maintenance and inventory of consumer publications and brochures.

Researches and studies particular financial products, practices, and services on behalf of clients to determine resolutions and/or provide advice.

Refers recurring complaints against a particular entity to Enforcement & Investigation and Market Research Analysis for further investigation or analysis to detect fraud or trends.

Ability to prepare reports of findings as required. Performs other related duties as assigned.

### **QUALIFICATIONS AND EDUCATION**

This position requires one (1) year of specialized experience equivalent to the next lowest grade level 11 or equivalent) in the District of Columbia government. Specialized experience is experience which is directly related to the line of work of the position and has equipped the applicant with the particular knowledge, skills, and abilities to successfully perform the duties of the position such as, analyzing, interpreting, and preparing budget documents, or performing similar work experience.

A comprehensive knowledge of D.C. government laws, regulations, and procedures of the Department and other related agencies affecting financial market regulation and consumer protection.

Ability to deal effectively with problems involving several variables using well developed analytical and evaluative skills to define problems, gather facts and draw valid conclusions in providing responsive services and assistance to consumers resenting complex problems/complaints for resolution.

Skill in oral and written communications in order to present and convey intricate information and prepare factual, concise and clear reports and/or instructional materials.

Skill in inter-personal relationships to deal effectively with often irate consumers and/or resistant financial services entities.

### **WORKING CONDITIONS/ENVIRONMENT**

The work is performed in an office setting.

### **OTHER SIGNIFICANT FACTS**

This position is covered under a collective bargaining agreement.

This position is designated as Security Sensitive. The incumbents of this position will be subject to enhanced suitability screening pursuant to Chapter 4 of DC personnel regulations, Suitability.