

INSURANCE COMPLAINTS SPECIALIST SUPERVISOR

Nature of Work

Under general supervision, supervises and directs a staff of Insurance Complaint Specialists and performs work by investigating and mediating complaints filed by the public against insurance agents and/or insurance companies regulated by the West Virginia Insurance Commissioner and investigates complaints against insurance companies that are unauthorized to do business in West Virginia. Completes annual performance evaluations, approves sick and annual leave, makes recommendations and is held responsible for the performance of the employees supervised. Performs related work as required.

Examples of Work

Plans, assigns, directs, reviews and coordinates the work of Insurance Complaint Specialists; evaluates employees' performance and recommends corrective action.

Ensures work performed by staff is in accordance with Insurance Commission policy.

Interprets and applies commission policies for employees and others; may interpret policies for the general public.

Investigates complaints filed against insurance companies, agencies, and agents involving disputed claims and alleged unfair insurance practices.

Mediates settlements between claimant and insuring company by gathering facts and recommending solutions according to policy and insurance code.

Advises consumers of their rights under insurance laws and regulations.

May attend hearings on insurance complaints to present findings of an investigation.

Writes reports and narratives on complaints.

Reviews insurance companies response to complaints to determine if the companies are in compliance with state insurance laws.

Attends and/or participates in meetings and seminars to inform the public on special or new areas in the insurance industry.

Confers with United States congressmen and senators and state legislators in resolving constituent problems.

Knowledge, Skills and Abilities

Knowledge of the practices of insurance companies, brokers, agents, and adjusters.

Knowledge of standard insurance policies and riders.

Knowledge of laws, rules, and regulations pertaining to the insurance industry.

Ability to supervise and evaluate the work of others.

Ability to analyze and evaluate specific complaints against insurance companies.

Ability to interpret contractual provisions of insurance policies.

Ability to establish and maintain effective working relationships with other employees, officials, and the general public.

Ability to conduct interviews and communicate effectively both orally and in writing.

INSURANCE COMPLAINTS SPECIALIST SUPERVISOR (CONT'D)

Minimum Qualifications

Training: Bachelor's degree from an accredited four-year college or university.

Substitution: Experience as described below may substitute for the required training on a year-for-year basis.

Experience: Four years of full-time or equivalent part-time paid employment as an insurance agent, broker, examiner, adjuster, or investigator with an insurance company or governmental insurance regulatory agency in the areas of life, accident and health, property and casualty, or in a technical capacity in an insurance regulatory agency, two years of which must have been in an administrative or supervisor capacity.

Established: 08/17/2006

Effective: 09/01/2006