**State of Alabama**
**Personnel Department**
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www.personnel.alabama.gov

Current Announcement

# INSURANCE CONSUMER COMPLAINT SPECIALIST III - 11217

**Salary:** $43,339.20 - $69,098.40
**Announcement Date:** August 29, 2012
**Application Deadline:** September 19, 2012

## JOB INFORMATION

The Insurance Consumer Complaint Specialist III is a permanent full-time position with the Department of Insurance. Positions are located in Montgomery. This is specialized administrative and supervisory work examining, evaluating, and investigating consumer complaints in the insurance industry.

## MINIMUM REQUIREMENTS

You **must** have **all** of the following to qualify for the **open-competitive** register:

- Bachelor's degree from an accredited* four-year college or university
- Six years of experience in life, disability, and/or property and casualty insurance work including policy and contract interpretation, claim review, and/or underwriting responsibilities

You **must** have **all** of the following to qualify for the **promotional** register:

- Current, permanent status as an Insurance Consumer Complaint Specialist II
- Bachelor's degree from an accredited* four-year college or university
- Six years of experience in life, disability, and/or property and casualty insurance work including policy and contract interpretation, claim review, and/or underwriting responsibilities

## NOTE

Applicants who do not meet the above listed educational requirements may substitute appropriate full-time work experience on a year-for-year basis.

## EXAMINATION

- **Open-Competitive** to all applicants and **Promotional** to current state employees in the class listed above
- An Evaluation of **Training and Experience** as shown on application will comprise 100% of the final score for the open competitive register and 95% of the final score for the promotional register. The remaining 5% will be based on the average of the applicant's service ratings for the last three years.

## HOW TO APPLY

- Complete an Application for Examination Form available at ***www.personnel.alabama.gov***, the above address, or any Alabama Career Center Office.
- Apply by mail or by fax.

***Veteran's credits are NOT allowed on promotional examinations.***

**THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER**

*Please refer to the back of this announcement for complete information on State Personnel's policy for accepting post-secondary and advanced degrees.

Except for pretest information provided by State Personnel to all applicants, you should not directly or indirectly obtain information about examinations. If you do, the State Personnel Director may do several things. One, you may not be given an examination. Two, you may be disqualified after an examination. Three, your name may be removed from a register. Or four, your name may not be certified from the register. (Rules of the State Personnel Board, Chapter 670-x-9). According to the Code of Alabama, 36-26-47, a willful violation of exam security is a misdemeanor. Any person who is convicted of this type of misdemeanor will not get a state job. If they are officers or employees of the state, they will be required to forfeit their office or position for five years.

If you know of anyone who has violated this policy, you should contact the Examination Manager at the State Personnel Department.

**Applicants hired by the State of Alabama on or after January 1, 2012 will be subject to the E-Verify process pursuant to Act No. 2011-535.**

**State of Alabama Personnel Department Policy on Accepting College Coursework, Post-Secondary and Advanced Degrees**

1. Specific college coursework required for a job, as well as Bachelor's, graduate, post graduate, and doctoral degrees will be accepted from the schools accredited by any of the six regional accreditation associations in the United States. These associations are listed below.

- Southern Association of Colleges and Schools (SACS)
- Middle States Association of Colleges and Schools (MSA)
- Northwest Commission on Colleges and Universities (NWCCU)
- North Central Association of Colleges and Schools – The Higher Learning Commission (NCA-HLC)
- New England Association of Schools and Colleges – Commission on Institutions of Higher Education (NEASC-CIHE)
- Western Association of Schools and Colleges – Accrediting Commission for Senior Colleges and Universities (WASC-ACSCU)

2. Coursework or degrees from schools that have not been accredited by a regional accreditation association will be accepted if a regionally accredited school considers the coursework or degree to be an acceptable prerequisite for admission to an advanced degree program. For example, if a regionally accredited school accepts an applicant's bachelor's degree for admittance into a graduate degree program, State Personnel will accept the degree. In the case of required college coursework (but no degree requirement), State Personnel will accept the college coursework if a regionally accredited school accepts the coursework towards a post-secondary degree (e.g., a bachelor's degree). ***This must be documented by a letter of acceptance from the regionally accredited school.*** State Personnel will review such requests on a case-by-case basis.

Note: This policy is subject to change. Certain state agencies may have additional requirements.