

Job Description

Job Title	Manager, Consumer Services	
Job ID	1239	
Date Opened	10/03/2017	
Date Closed	11/02/2017	
Location	810 First St. NE	
Full/Part Time	Full-Time	Type of Appointment MSS - Reg Appt
Regular/Temporary	Regular	
Agency	SR	Insurance, Securities and Bank
Area of Consideration	Open to Public	
Grade	14	
Bargaining Unit	CH11	Non Union - Chapter 11
Minimum Range	\$99,659.000000	Maximum Range \$139,522.000000
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, Office of the Director of Compliance Analysis, Consumer Services Branch. The position's primary purpose is to receive and process all consumer complaints and inquiries. The incumbent monitors marketplace activities of financial services entities doing business in the District and responds to requests from consumers for assistance in resolving disputes regarding payment of claims, charges, unfair trade practices, allegations of fraud, misconduct or other violations of insurance, securities and banking laws and regulations.

BRIEF DESCRIPTION OF DUTIES AND RESPONSIBILITIES

The incumbent serves as Manager of Consumer Services Branch. In this capacity, he/she is responsible for planning, implementing and coordinating activities related to provisions for consumer advocacy services in the administration of insurance, securities and banking laws and regulations by supervising the DISB consumer complaint process and resolving complaints. The incumbent supervises the work of a staff engaged in the following activities:

Receiving and responding to public inquiries. Handling complaints/disputes regarding payment of insurance claims, allegations of violations of insurance, securities and banking laws. Conducting research to develop answers to specific questions and problems; resolving problems through individual counseling or refer consumers to appropriate agency for further assistance; and providing counseling to consumers on financial products and service needs.

Receiving and investigating complaints regarding insurance companies and producers, investment advisers and broker-dealers, District-chartered banks and non-depository financial institutions doing business in the District of Columbia Conducting investigations by acquiring documentation, records and other evidence from the complainant and other involved parties.

Reviewing and analyzing factual data to determine complaint validity. In instances where appropriate such as policy cancellations or non-renewals, advising individuals of their appeal rights. Acting as liaison between complainant and respondent investment adviser or broker-dealer, bank or non-depository financial institution or insurance company or producer to resolve misunderstandings regarding products and services. Performing various activities related to investigations such as updating of files and the complaint tracking database, compiling reports and drafting correspondence.

The incumbent assigns and reviews the work of the subordinate staff, rates employee performance in accordance with established standards; interviews and selects new employees; approves leave; investigates and resolves complaints/differences between employees; gives or provides for training and develops quantitative and qualitative measures for evaluating the performance of subordinate employees.

Performs other related duties as assigned.

OTHER SIGNIFICANT FACTORS

Mastery financial market transactions and the implications of risk finance operations within and across industry sectors. Mastery of market convergence, and familiarity with products and services typically provided by insurance, securities and banking firms.

Ability to identify current and emerging trends in financial operations, which could create market transaction problems, and define regulatory remedies to reduce or eliminate market dislocations. Ability to develop and conduct market segment studies aimed at determining key drivers for new financial products and services.

Mastery of and skill in applying the investigative and enforcement techniques. Mastery of and skill in problem solving negotiation strategies, and project management to conduct in-depth research and analysis; and mastery of management skill and experience in planning, organizing, and direct team study work, and negotiating effectively with management to accept and implement recommendations.

Demonstrated skills and experience in providing leadership in managerial capacity and in providing leadership

in a team-based environment; and the ability to set appropriate work standards and to hold people accountable for their performance.

Superior oral and written communication skills to develop and present oral and written reports on complex technical problems and issues related to DISB; and to negotiate, build partnerships, and provide authoritative advice on rules, regulations, and/or other related issues. Ability to build consensus among key stakeholders on change initiatives.

EDUCATION & EXPERIENCE

Degree in public relations or public administration or allied field and five (5) years' experience in the consumer relations or consumer protection area sufficient to demonstrate that the applicant possesses the knowledge, skills, and abilities required to perform work in the position is desirable.

CONDITIONS OF EMPLOYMENT

Positions in the Management Supervisory Service (MSS) serve at the pleasure of the appointing authority and may be terminated at any time with or without cause.

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