



**Office of the Healthcare Advocate
JOB OPPORTUNITY
Consumer Information Representative**

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Candidates on a current examination list or lateral transfer.
Location: 450 Capitol Avenue, Hartford, CT
Job Posting No: 113052
Hours: Full-time, 40 hour work week (Monday-Friday)
Salary: (AR 20) \$58,640 - \$74,289 (new hires into State service start at the minimum salary)
Closing Date: December 9, 2015

Eligibility Requirement: Candidates must have applied for and passed the Consumer Information Representative exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

Knowledge, Skills and Abilities:

Knowledge of functions of regulatory agencies and other sources of consumer assistance; interpersonal skills; oral and written communication skills; skill in conducting investigations or research; ability to make appropriate referrals; ability to gather information from consumers and assistance resources; ability to interpret and apply laws and regulations relating to consumer complaints or technical inquiries, ability to utilize computer software.

General Experience:

Five (5) years of experience in technical public contact capacity in a governmental regulatory agency or a large business organization.

Substitution Allowed:

1. College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equalling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree
2. A Master's degree in a closely related field may be substituted for one (1) additional year of the General Experience.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

***Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, and a fully completed Application for Employment (Form CT-HR-12) which is available at: [Department of Administrative Services website](#) State Employees to submit copies of their last two (2) service ratings. **Incomplete, blank or late applications will NOT be considered. We are unable to confirm receipt of applications. Please send completed application package to:**

Connecticut Insurance Department
Human Resources Division
P.O. Box 816
Hartford, CT 06142-0816
Attn: Carmen Rivera, HR Assistant

Your application package may also be dropped off between the hours of 8:30 a.m. and 4:30 p.m. on business days at the Connecticut Insurance Department located at 153 Market Street, 7th Floor, Hartford, CT.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.