

**DEPARTMENT OF BANKING**  
**JOB OPPORTUNITY**  
**DURATIONAL Consumer Information Representative**  
**Foreclosure Hotline – Government Relations and Consumer Affairs Division**  
**Position expires on December 14, 2014**

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

**Open To:** Candidates on current exam list

**Location:** Hartford, CT

**Job Posting #:** 00103616

**Hours:** 1<sup>st</sup> Shift

**Salary:** Starting at \$53,663

**Closing Date:** Applications must be received by 5:00 p.m. on **Friday, January 18, 2013**

**Special Notation:** This job opening is a durational position that has been approved with special funding until **12/14/14**.

**Job Description:** Receive phone inquiries and/or paperwork from an array of sources; determine course of action and provide appropriate referrals. Send follow-up letters and documentation as needed. Offer advice and pertinent information regarding applicable laws and regulations. Explain the foreclosure process including how to fill out court forms and track a foreclosure case on the Judicial website. Assist in planning for Mortgage Assistance Events. Attend housing fairs and outreach events. Maintain forms and brochures for Foreclosure Hotline including researching foreclosure programs to make sure publications are up to date. Perform related duties as required.

**Minimum Qualifications Required:** 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.

**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.

**Note:**

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

**Application Instructions:**

Interested and qualified candidates who meet the above requirements should mail a cover letter, resume, and a CT-HR-12 ([http://das.ct.gov/HR/Forms/CT-HR-12\\_Application.pdf](http://das.ct.gov/HR/Forms/CT-HR-12_Application.pdf)) Application for Employment to:

**Bonnie Schlechtweg**  
**Human Resources Assistant**  
**Department of Banking**  
**260 Constitution Plaza**  
**Hartford, CT 06103**

Incomplete application packages will not be considered.

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

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