

DEPARTMENT OF BANKING  
JOB OPPORTUNITY  
CONSUMER INFORMATION REPRESENTATIVE  
CONSUMER AFFAIRS

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

**Open To:** State Employees  
**Location:** 260 Constitution Plaza, Hartford, CT  
**Hours:** 1<sup>st</sup> Shift  
**Salary:** \$55,273 - \$70,024 annually  
**Closing Date:** Applications must be received by 5:00 p.m. on September 11, 2013

**Eligibility Requirement:** State employees currently holding the above title, or those who have previously attained permanent status in the above title, may apply for a lateral transfer by completing the State Employment Application (CT-HR-12).

**Examples of Duties:** Performs a full range of tasks in responding to, investigating, negotiating and mediating landlord/tenant complaints. Receives complaints and inquiries by phone, letter and email from landlords and tenants regarding rental security deposits; directs customers to the web to review landlord/tenant laws; instructs tenants on how to file a complaint; logs complaints in database and updates case information for tracking; evaluates complaints to determine if they are within the agency's jurisdiction; reviews complaint forms and contacts tenants in writing to obtain additional information; calls landlords to investigate complaints; notifies landlords in writing of complaints and requests information; reviews information provided to determine if landlord is in compliance; tracks all correspondence to ensure observance of timelines; determines further action in consultation with legal staff; prepares Mutual Release Form if an agreement between the parties is reached; receives checks from landlords and forwards to tenants for payment of security deposit; packages unresolved complaint files to be reviewed by legal staff; forwards complaints to AG's Office when necessary; closes out case files; updates filing system, including purging of files and electronic files; may prepare reports for and participate in hearings.

**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 years of experience in technical public contact in a governmental regulatory agency or a large business organization.

**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, resume, and an Application for Employment (CT-HR-12) to:

DEPARTMENT OF BANKING  
ATTN: BONNIE SCHLECHTWEG  
260 CONSTITUTION PLAZA  
HARTFORD, CT 06103  
FAX: 860.622.2931  
EMAIL: BONNIE.SCHLECHTWEG@CT.GOV

**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.