

Washington State Department of Personnel
Class Specification

SENIORS PROGRAM REPRESENTATIVE

163Q

Abolished 2/10/2012, effective May 11, 2012

Definition:

Coordinates, instructs and advises community volunteer administrators regarding the Senior Health Insurance Benefits Advisor Program.

Distinguishing Characteristics:

Incumbents work independently and have program implementation and maintenance responsibility for a prescribed area of the State.

Typical Work:

Organizes Senior Health Insurance Benefits Advisor programs by recruiting and training senior citizen volunteers to serve as insurance resource persons;

Researches, prepares and provides instructional materials explaining health insurance for presentation to senior citizens;

Contacts community leaders, elected officials and civil service organization to ensure a broad dissemination of health insurance information to senior citizens;

Conducts training classes for volunteer group leaders providing instruction in basic insurance, medical insurance, Medicare, long term care insurance and consumer protection;

Monitors programs to ensure proper maintenance and dissemination of program content;

Performs other work as required.

Knowledge and Abilities:

Knowledge of: medical and health care insurance industry and the techniques of educational presentation.

Ability to: organize groups of potential resource persons, prepare and present instructional material to large groups and audiences, relate to people on an individual and group basis.

Legal Requirement(s):

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications:

A Bachelor's degree and four years of experience in claims management, marketing or product development in the life and/or disability field or sales of two or more insurance products of both the life and disability field in the insurance industry.

Additional qualifying experience, as noted above, will substitute year-for-year for education.

A Master's degree in the above fields or a related field will substitute for two years of required experience.

OR

Three years of professional experience in the life and/or disability field with the Office of the Insurance Commissioner or another state's insurance regulatory agency.

Class Specification History:

New class (Replaces Insurance Complaints Advisor 2): 9-9-88

Revised minimum qualifications: 9-13-91

New class code: (formerly 14150) effective July 1, 2007

Abolished; adopted 2/9/2012, effective 2/10/2012.