

**Office of the Attorney General**  
Human Resources  
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# JOB POSTING

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Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer offering a hybrid work model allowing for the possibility of working three remote days per week.

## **SUPPORT STAFF/DATA PROCESSOR** **Consumer Protection Division**

### **Summary:**

This position is responsible for data entry of detailed information/data submitted on consumer complaint forms to the Consumer Protection Division. This includes complaints for General Consumer, Licensing Enforcement, Homeowner Protection Unit, and Identity Theft.

Responsibilities include, but are not limited to:

- Process online/mailed/faxed/emailed complaints in Salesforce.
- Review and sort complaints by section.
- Prioritize data entry.
- Perform initial quality control to determine if complaint is complete or needs more information.
- Create and maintain contact records in Salesforce.
- Maintain signature files in Salesforce for mediators, analysts, and attorneys in Consumer Protection Division.
- Function as contact person for files referred to other agencies, business to business complaints and no jurisdiction complaints.
- Ensure that files referred to state agencies receive a response.
- Backup for processing support staff, CPD telephone representatives and OAG receptionist.
- Other duties as assigned.

### **Requirements:**

- High School diploma or equivalent.
- Two years general office experience required.
- Good customer service skills required.
- Must be detail oriented.
- Basic computer skills and knowledge of Adobe, Excel and Word.
- Must be able to communicate effectively, both orally and in writing, with all levels of staff.
- Must be able to work closely with other processing staff.
- Must be able to work on own at times with little supervision.