

Quincy Mutual has a great opportunity for someone with SEQUEL Viewpoint experience to join our Accounting Team. In this role, you will create complex reports, scripts, and dashboards. Requires analytical thinking to understand business processes, requirements and suggest solutions.

ACCOUNTING OPERATIONS ANALYST

POSITION SUMMARY:

The Accounting Operations Analyst position will support the daily functions for premiums and claims processes within the accounting group. They will apply learned business knowledge to identify billing and payment exceptions using query and Sequel Viewpoint. They must be accurate, detail oriented, analytical, and innovative to review data and identify trends with key performance indicators (KPI's) that support future enhancements to the billing system and overall processes within department operations. This role will collaborate with a variety of stakeholders within the company on project planning, testing and procedural changes. Strong communication skills focused on customer service to achieve successful business outcomes with customers, agents, and internal stakeholders and resolve billing and payment exceptions. The individual in this role will work to advance their own knowledge and train others in Sequel skills for research and reporting.

PRINCIPAL ACCOUNTABILITIES:

Technology, Reporting, and Analytics

- ◆ Execute standard data analysis in support of billing and payment review.
- ◆ Devise and evaluate query or procedures to identify exceptions that ensure data integrity.
- ◆ Set up and maintain Sequel dashboards for the accounting department and others.
- ◆ Share Sequel knowledge and skills with peers and collaborate with cross-functional teams, bringing an enhanced understanding of available data, analyses, and process improvements.
- ◆ Prepare quarterly management report on billing and payment statistics using Excel and Sequel.
- ◆ Use of spreadsheets, including pivot tables, macros, and import/export functions to improve workflows.
- ◆ Participate in company projects, user acceptance testing and prepare methods to identify exception handling.
- ◆ Write System Information Requests for IT group to investigate exception items with support data.
- ◆ Create basic cost-benefit analysis for recommendations to improve processes or to add functionality to systems.
- ◆ Prepare ad hoc reports as needed.

Job Knowledge

- ◆ Review incoming electronic payment files and refer to underwriting for decision-making.
- ◆ Understand billing and payment history to respond to customer and agent inquiries.
- ◆ Build, encrypt, send, retrieve, and decrypt files for the purposes of EFT, E-bill and E-payment processes. Adapt to changing processes resulting from file automation and scheduling.
- ◆ Review, notepad and post payments, adjustments, returns and re-submissions.
- ◆ Facilitate the direct mailing of claims checks, support void process and update knowledge of processes as new payment initiatives are implemented.
- ◆ Review daily reporting to understand and process policy status transactions, moves and write-offs.
- ◆ Operate the Canon remittance processor including the end of day ICL process and reporting.
- ◆ Follow an approval process for accepting late payments and detail activity using notepad.

Communication

- ◆ Respond to phone calls, emails, and correspondence by listening and responding to customers' needs professionally.

- ◆ Be open to ideas and concepts presented by others.
- ◆ Prepare correspondence addressing billing changes resulting from payment returns or incomplete enrollment forms.
- ◆ Contact other departments or agents to resolve problems.

Productivity

- ◆ Prepare payments for entry using lockbox, image processing and batch application methods.
- ◆ Open and distribute department mail.
- ◆ Assist in department workflow, recycling, and retention projects as necessary.

JOB REQUIREMENTS:

EDUCATION:

Bachelor's Degree in Business Administration with Concentration in Accounting, Finance or Management Information Systems, preferred.

EXPERIENCE:

2-years related work experience, preferred

SKILLS:

Sequel Viewpoint experience, dashboarding work and analysis.

Close attention to detail.

Analytical and organizational skills.

Communicates, verbally and in writing, in a professional manner.

Experience with Windows based applications

Microsoft Office products