

CLAIMS SUPPORT REPRESENTATIVE

POSITION SUMMARY:

Responsible for providing support to the Claims department by completing administrative tasks and data entry work using our proprietary systems. Also provides mail and imaging support to our Underwriting departments. Requires a detail oriented individual focused on customer service and working in a team environment.

Training for this role will be onsite. There is an option for a hybrid work schedule, with in-office days on Tuesdays & Thursdays, when the training period concludes.

PRINCIPAL ACCOUNTABILITIES:

Job Knowledge

Processes vendor expense payments.

Posts overpayments and subrogation recovery checks.

Handles all returned company claim checks and checks made payable to the company in a timely fashion.

Communication

Uses good communication skills to project professionalism and integrity to internal and external contacts.

Other Responsibilities

Opens and sorts mail.

Prepares documents for imaging and routing.

Operates imaging equipment.

Releases documents from central indexing system to route to appropriate claim folders and adjusters.

Prepares CD and Dropbox documents to external use.

Assists in various department projects.

This job description is not all inclusive and may include additional duties if needed

JOB REQUIREMENTS:

EDUCATION:

High school diploma – 4 year college degree preferred.

EXPERIENCE:

One year in a professional office environment

Prior use of business information systems

SKILLS:

Ability to follow instructions and adhere to precise routines.

Familiar with window-based PC applications.

Ability to maintain high levels of productivity and accuracy when performing repetitive tasks.

Communicates in a courteous and pleasant manner, projecting confidence with a positive tone.