

Red Shield Insurance Company

Job Description

Job Title: Accounting Clerk I
Department: Accounting
Reports To: Accounting Supervisor
Date: January 2019

Company Expectations

All employees are expected to leverage Knowledge, Commitment, Reliability and Service to build industry-leading relationships with our agents and brokers while generating profit for the company. We accomplish this goal by:

- Delivering timely, accurate and personalized service which exceeds industry standards
- Using industry knowledge to protect results and to help our agents and brokers gain valuable insights with their customers
- Leveraging local presence and personal knowledge of our agents and brokers to support mutual growth and profit

SUMMARY

Perform basic accounting functions pertaining to the payment of customer policies.

Essential Functions / Major Responsibilities:

- Post receivables for daily bank deposits
- Post receivables from the ACH download report.
- Set up new records / endorsements / cancellations in billing program
- Review and submit request to Seattle office for refunds from billing program
- Scan disbursement checks from Seattle, update systems and mail
- Communicate with insureds and/or agents, verbally and in writing, regarding accounting issues
- Review non-pay notice of cancellation reports for accuracy
- Scan receivable checks for daily bank deposit
- Learn and demonstrate proficient use of company proprietary systems and imaging system

Secondary Functions:

- Review and maintain daily data reports
- Assist with maintenance of department procedures
- Update agent license information in AS400
- Other duties as assigned

Job Scope:

Position operates within established procedures and guidelines. Work is of a recurring nature with very little variation from the norm, creating a minimal degree of complexity in the job. Individual must be able to assess the situation and make a decision within their authority when these situations arise. Must be able to work independently with moderate supervision and meet deadlines. All work must be performed with a high degree of accuracy. Errors can create a question of coverage for the insured, delay processing and have a negative impact on the company image with our customers.

Supervisory Responsibility:

This position has no supervisory responsibilities.

Interpersonal Contacts:

This position encounters both internal and external contacts. Internal contacts are within own department and other departments. External contacts are with insureds, agents, lenders and home office personnel. The majority of the external communication is via the phone. There is some email and written correspondence and minimal face to face. Interactions will generally focus on the exchange of factual information, which will include confidential information. Care must be taken to protect the privacy of all customers and the company. Individual must be respectful of others at all times.

Page: 2
Job Title: Accounting Clerk
Date: January 2019

Specific Job Skills:

- Basic problem-solving skills
- Organized and able to work independently within defined authority, manage workflow, utilize good judgment, meet deadlines, take initiative to address identified needs and make independent decisions
- Possess effective interpersonal skills
- Proficient in use of 10-key by touch.
- Able to work closely with others
- Good listening skills
- Ability to read, write and orally communicate in English, clearly and concisely with use of good grammar, spelling, and punctuation.
- Working knowledge of Microsoft Word, Excel and Outlook
- Must be able to function using automated tools, including company systems, imaging system, e-mail and the Internet
- Basic math skills

Physical abilities would include:

- Sit for extended periods of time
- Operate a telephone
- Type minimum of 40 wpm
- Look at a computer monitor for extended periods of time

Minimum Education and/or Experience required:

- High School diploma or GED and
- 6 months' work experience that provides the required knowledge, skills and abilities
- Preference will be given to those with experience in the applicable field

Job Conditions:

- Work environment is a business office
- Significant amount of time spent on telephone
- Must be able to use standard office equipment (i.e. copy machine, phone, calculator, etc.)
- Must be able to work over-time as necessitated by demands of the position

This organization believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the individual or the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.