

# Red Shield Insurance Company

## Job Description

**Job Title:** Claims Assistant  
**Department:** Claims  
**Reports To:** Claims Manager  
**Date:** November 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

Provide clerical support for department with the assignment, file set-up and servicing of the claim files. Communicate on a regular basis with coworkers outside the department and in the Seattle office. Primary person for data entry functions in the department.

### Essential Functions / Major Responsibilities:

- Daily review of diary and follow up
- Set up and process new claims per established procedures with direction from Examiners/Managers
- Online research (OJIN, LexisNexis, ISO, etc.)
- Follow up and reporting on Medicare specific correspondence
- Work with Examiners/Manager to generate appropriate claims correspondence
- Contact appropriate parties as directed to gather additional details of claim submitted
- Research and find information for claims Examiners/Manager
- Input new claim set up information
- Sort and distribute e-mail and mail communications
- Responsible for setting up and maintaining letter writing program
- Assemble & mail notifications to Reinsurance – maintain spreadsheet of updates
- Learn and demonstrate proficient use of company proprietary systems
- Learn coverage as relates to claims handling

### Secondary Functions:

- Assist Examiners/Manager on claim system testing
- Backup to processing for payment issuance and new claim entry
- Enter ISO reporting for all new claims
- Solicitation of recoveries on settled claims
- Process evidence retention or disposal authorizations
- Prepare requests for draft payments
- Input reserve adjustments and process reserve statements for management
- Assist Claims Examiner & Manager with phone calls as needed
- Handle necessary faxing and emails for department
- Responsible for documenting correspondence in claim notes
- Learn and draft correspondence regarding coverage, liability and defense
- Pull claim files for monthly audit review
- Generate coverage summary on Construction Defect Claims and identify time on risk
- Other duties as assigned

### Job Scope:

This job operates within defined procedures with a moderately low level of supervision. Most of the work is recurring with an intermediate level of complexity. There is no authority for making claims changes and all direction will come from Examiners/Manager. All work must be performed with a high degree of accuracy.

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Errors can have a direct impact on the company's financials and exposure the company to financial losses beyond the grant of coverage. All information must be kept with the highest degree of confidentiality as investigations reveal significant personal and financial information of our clients and must be held to the highest degree of confidentiality.

**Supervisory Responsibility:**

- This position has no supervisory responsibilities

**Interpersonal Contacts:**

Internal contacts are primarily within own department. There is daily contact with processing and occasional contact with other departments relating to policy and payment information. External contacts are with insureds, agents, adjusters, attorneys and home office personnel. The majority of the external communication is via the phone and written correspondence with minimal face to face. Individual must be respectful of others at all times and display a demeanor that is welcoming, polite and courteous. When communicating with external contracts, care must be given to protect the private information of our customers and the company.

**Specific Job Skills:**

- Basic problem-solving skills
- 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
- Basic interpersonal skills
- Able to work effectively as a team player
- 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, e-mail and the Internet
- Basic math skills

Physical abilities would include:

- Lift a minimum of 10 lbs.
- Sit or stand for extended periods of time
- Operate a telephone
- Type 40 wpm minimum
- Look at a computer monitor for extended periods of time
- Using a stamp and stapler somewhat repetitively

**Education and/or Experience:**

- High School Diploma or GED Certificate required.
- 1 year experience that provides the required knowledge, skills and abilities
- Preference will be given to candidates with experience in the applicable area

**Job Conditions:**

- Work environment is a business office
- Must be able to use standard office equipment (i.e. copy machine, phone, fax, calculator, etc.)
- Must be able to work over-time as necessitated by demands of the work flow for the position
- Position requires handling a large volume of files daily

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.