

Red Shield Insurance Company

Job Description

Job Title: Data Processing Technician
Department: Processing
Reports To: Processing 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 data processing and assembly functions relative to maintenance of insurance policies or the administration of Claims. Assist with assembly functions or other business units as needed.

Essential Functions / Major Responsibilities:

- Data entry of Marine policy transactions
- Data entry of renewal transactions that require simple or no changes
- Data entry of cancellation or reinstatement transactions
- Add additional interest entities to existing policies, and revise outstanding renewal quotes to reflect the same
- Process certificates of insurance
- Follow up on deliverables requested by Underwriting
- Process or reject outside finance notifications
- Process returned mail, including data entry of simple, change of address endorsements, and associated revised renewal quotes
- Learn and demonstrate proficient use of company proprietary systems and imaging system

Secondary Functions:

- Backs up other positions in department
- Tabulate daily work activities
- Other duties as assigned

Job Scope:

This job operates within defined procedures with a moderately high level of supervision. Most of the work is recurring with very few variations creating a low level of complexity. All work must be performed with a high degree of accuracy. Errors can create service delays &/or inaccurate representation of coverage which has a direct impact on the company's reputation and could potentially impact the company's financials.

Supervisory Responsibility:

None

Interpersonal Contacts:

Internal contacts are primarily within own department and occasional contact with other departments. External contacts are with vendors and agents to exchange factual information which will include confidential information.

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Care must be taken to protect the private information of our customers and the company. The majority of the external communication is via email with no face to face. Individual must be respectful of others at all times.

Specific Job Skills:

- Ability to quickly and accurately compare similarities and differences among sets of numbers, letters, objects, pictures, or patterns
- The ability to arrange things or actions in a certain order or pattern according to specific rule or set of rules. (e.g. patterns of numbers, letters, words, pictures, mathematical operations.)
- Ability to accurately interpret sequences of written characters, and transcribe numbers and letters, without transposition errors
- Ability to multi-task while maintaining a very high degree of transactional accuracy
- Organized, and able to work independently within defined authority, manage workflow, utilize good judgment, meet deadlines, take initiative to address identified needs and make sound decisions per established practices and procedures
- Basic interpersonal skills
- Ability 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 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
- Type 45 words per minute
- Ability to make fast, simple, repeated movements of the hands, fingers and wrists for extended periods of time
- Look at a computer monitor for extended periods of time

Education and/or Experience:

- High School Diploma or GED Certificate and
- Six months office experience that provides the knowledge, skills and abilities

Job Conditions:

- Work environment is a business office on a schedule that does not fluctuate from week to week.
- 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.