

PRCD HOLDINGS LLC
Job Description

Job Title: **Insurance Operations Clerk**
Department: Underwriting/Finance
Status: Non-Exempt
Reports to: Director, Underwriting
Effective Date: June 2019

Summary:

An essential function for the Insurance Operations Clerk is the ability to deliver excellence in customer service, to both internal and external customers. This position has a primary focus on Finance and Underwriting tasks and includes providing administrative and operational support for other departments from time to time as needed. Work will include collaboration with other team members to achieve department and company goals and objectives. This position requires excellent data entry, organizational skills and time management.

Essential Functions:

- Able to work within multiple computer systems and utilize the appropriate software applications to maximize efficiency and accuracy of work.
- Responsible for handling confidential and time sensitive documents, deliveries and mailings.
- Able to accurately complete work within established schedules, with multiple interruptions and competing priorities.
- Engages in company and team functions with a positive and supportive attitude.
- Ensures internal and external customers are greeted positively, receive requested support or service, and are highly satisfied.
- Performs basic office duties such as copying, filing, uploading, faxing and completing forms.
- Able to perform data entry with a very high level of accuracy.

Specific Responsibilities:

Underwriting

- Assist with Underwriting Operations activities of the company such as:
 - Completion of verification of coverage requests, including loss runs and COIs
 - Entering insured/contact information into Data Management system
 - Upload UW applications into document retention system
 - Track and log customer service contacts and emails for Underwriting team
 - System and software testing as needed
 - Assist with development and maintenance of standard work documents in relation to underwriting and business development functions
 - General support to the Director of Underwriting
 - Data analytics support
 - Other duties and projects as requested

Finance

- Enter claim payment transactions into NavRisk, ensuring that all vendors have accurate name and tax ID entered.

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- Ensure that all payment requests have adequate reserves and support, including follow-up with claims managers as needed.
- Promptly communicate with Finance Associate any delays or barriers to completing assigned tasks.
- Identify duplicate vendor information or incorrect addresses in NavRisk and communicate these to Finance Associate for analysis or correction.

Minimum Skills Requirement:

- Exceptional customer service skills and team/collaboration mentality.
- Excellent written, verbal and interpersonal skills.
- Ability to type 60 WPM.
- Highly motivated to perform efficiently, accurately and with a positive attitude.
- Strong attention to detail, organizational skills and ability to follow procedures.
- Ability to perform in a high-volume, production environment with strict production metrics.
- Ability to focus most of the time on verifying data, processing detailed instructions and performing simple data entry tasks.
- Analytical and strong problem-solving skills.
- Ability to maintain the strictest levels of confidentiality.
- Ability to listen to others and take direction from managers.
- Intermediate computer knowledge.

Supervisory Responsibilities:

None

Qualifications:

Associates Degree preferred, or equivalent experience, including: 3 years of secretarial/computer including Microsoft Office, strong knowledge of the insurance and/or healthcare industry and customer service techniques, prefer experience in bookkeeping or finance department related support.

Position Shift Coverage and Overtime:

This position is non-exempt. Qualified candidates must have the ability and flexibility to work overtime as needed with general office hours and coverage between 8:00 a.m. - 5:00 p.m. Start and end times will be determined by work flow needs.

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Working Conditions				
Working Condition	None	Seldom (1% - 33%)	Occasionally (34% - 66%)	Frequently (Over 66%)
Office Environment				
Extreme Heat		X		
Extreme Cold		X		
Noise		X		
Hazardous Materials		X		

Physical Requirements / Work Environment					
Physical Demands with Weight Requirements					
Physical Demand	None	Seldom (1% - 33%)	Occasionally (34% - 66%)	Frequently (Over 66%)	Weight
Above Waist Lifting >5 lbs		x			10
Bilateral Carry		x			10
Unilateral Carry		x			10
Pushing Force		x			10
Pulling Force		x			10
Physical Demands					
	None	Seldom (1% - 33%)	Occasionally (34% - 66%)	Frequently (Over 66%)	
Sitting				x	
Standing			x		
Walking			x		
Forward Bend - Standing		x			
Forward Bend - Sitting			x		
Trunk Rotation - Standing		x			
Trunk Rotation- Sitting			x		

Physical Demands	Yes	No	N/A
Squat	X		

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Stair Climbing	X		
Kneeling	X		
Driving	X		
Reach Above/below Shoulder	X		
Special Vision Requirements	X		
Finger / Hand Dexterity	X		

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