

Category A - Claims Document Support Assistant

PURPOSE

To provide support to claims documentation process.

JOB REQUIREMENTS

Knowledge/Technical Skills

- of the relevant corporate and department policies, procedures, and systems as they pertain to claims documentation
- of administrative procedures
- of business English, grammar, punctuation and spelling
- of the relevant computer applications, systems and the internet to produce correspondence, reports, memos
- to operate office equipment
- to keyboard at the established proficiency level

Analytical/Problem Solving Skills

- to receive and review claims-related incoming documents/letters
- to identify missing information
- to locate missing information by accessing databases
- to handle documents with personal and confidential information according to relevant privacy act and regulations

Communication/Interpersonal Skills

- to clarify information on documents
- to ensure all documentation gathered
- to provide information relating to claims process according to departmental policies and procedures

Organizational Skills

- to work accurately in accordance with established procedures
- to work efficiently in order to keep pace with the continuous nature of the work

Physical/Concentration Skills

- to sit, stand and lift while performing scanning duties.
- to sit for prolonged periods while performing tasks and typing duties using computer, keyboard and mouse
- to work under time pressures to meet deadlines
- to deal with routinely repetitive work requiring focus and accuracy

Work Environment

- works in typical office environment

The above requirements would typically be met through high school diploma, and preferably course work in office administration, plus a few years of related experience in office administration involving customer service or an equivalent combination of education and experience.

TYPICAL RESPONSIBILITIES

Incoming Documents

Receives and organizes incoming documents by types. Reviews documents to ensure information is complete and accurate

Scanning Documents

Scans all documents according to departmental policies and procedures. Organizes documents that have been scanned for records management purpose.

Updating Computer Files

Updates relevant computer files in claims systems, and attaches scanned documents, electronic and voice files according to departmental policies and procedures.

Customer

Follows up with customers and business partners when correspondence is received without the necessary information, ensure that all documentation can be completed accurately.

Performs other related duties that do not affect the nature of the job.