

Category B - Claims Support Assistant

PURPOSE

To provide general administrative support to claims process and department.

JOB REQUIREMENTS

Knowledge/Technical Skills

- of the relevant corporate and department policies, procedures, and systems as they pertain to claims and office administration
- 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 review reports/documents/letters for accuracy and completeness
- to perform error correction and spot discrepancies and anomalies
- to research, assess and take measures to correct problems within scope of responsibilities

Communication/Interpersonal Skills

- to respond to a wide variety of enquiries in a manner that fosters and maintains positive relations between the Corporation and its customers
- to greet and provide information to customers and handle difficult customers on occasion
- to work co-operatively in a team environment

Organizational Skills

- to follow-up to ensure correction of inaccurate information
- to organize own workload to meet departmental standards

Physical/Concentration Ability

- to work under time pressures to meet deadlines
- to deal with routinely repetitive work requiring focus and accuracy
- to stand, bend and lift while performing mail room, photocopying and/or filing duties

Working Environment

- some safety precautions required occasionally when dealing with hostile claimants

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

Claims Administration

Provides claims administration support by completing correspondence for various types of claims within specific timelines as per the department's policies and procedures. Records and stores customer belongings retrieved from non-drivable vehicles.

Office Equipment & Supplies

Ensures office equipment is maintained and functional, requesting maintenance and repair service where appropriate. Orders, reconciles and distributes office supplies.

Administrative support

Provides administrative support for staff in the department, such as taking meeting minutes, scheduling meetings, time accounting, preparing reports and meeting/presentation materials. Prepares file documents for records retention according to departmental and corporate policies.

Customer Enquiries

Responds to problems/enquiries from customers, regarding claim file information via written correspondence, email and telephone. Reviews problems and determines appropriate actions. Collaborates with other departments to complete work and resolve problems. Screens information to be released and ensures compliance with information privacy requirements.

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