



## ***Claims Assistant***

The Claims Assistant provides administrative support to the Claims department.

### KEY RESPONSIBILITIES

#### Document Preparation and Recording

- Opening of new claim files, entering reserve changes and payments
- Reconciling payments
- Preparing letters and memos
- Preparing acknowledgements of claim notices for brokers
- Producing monthly claim reports
- Updating claims information
- Obtaining and providing information to all parties involved in claims

#### Data Accuracy

- Investigating and reconciling discrepancies
- Data Tracking (on-line)
- Identifying and making coding changes

#### Customer Service

- Communicating with Brokers regarding claims issues

#### Team Participation

- Developing and maintaining positive constructive relationships with others
- Providing assistance and support to others as requested
- Undertaking any other related activities as requested

#### General Administration

- Developing and maintaining knowledge of policies, procedures and processes
- Maintaining claims files
- Maintaining closed file system including on and off-site file storage and retrieval
- Processing mail & courier deliveries
- Faxing and photocopying documents

#### Skills & Abilities

Communication Skills  
Customer Service Skills  
Interpersonal Skills  
Attention to Detail  
Organizational Skills

Teamwork Skills  
Technology Skills  
Problem Solving Skills  
Adaptive Capacity  
Decision Making Skills