



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