

MISSOURI INTERGOVERNMENTAL RISK MANAGEMENT ASSOCIATION

JOB DESCRIPTION

Claims Assistant

SCOPE OF POSITION

This full-time, hourly position is responsible for various clerical and administrative duties, providing primary administrative support for the MIRMA's claims adjusters, the office as a whole, and the Members MIRMA serves. In this vital role, you will support the claims management process by handling insurance claims efficiently, ensuring accuracy, and maintaining compliance with industry regulations. This Position reports to the Claims & Litigation Director.

DUTIES AND RESPONSIBILITIES

- Act as the office receptionist and claims assistant. This includes greeting visitors and being the primary person to answer the telephone.
- Open and distribute all incoming mail. This includes date stamping mail and stamping the appropriate endorsement on checks received. When the Finance Assistant and the Finance Director are not in the office, complete deposit slips for the appropriate accounts, take checks to the bank for deposit, and send a copy of the deposit receipts to the Finance Assistant and Finance Director.
- Assist with general office clerical needs, such as filing, making copies, scanning, faxing and distributing received faxes, printing and mailing claims correspondence or other types of correspondence, etc.
- Assist the workers' compensation adjusters with inputting workers' compensation payments and inputting other claims-related payments as requested by the Claims & Litigation Director.
- Contact any and all providers to obtain W-9 information for payments.
- Keep the membership contact information updated.
- Assist with responding to routine telephone inquiries.
- Advise the MIRMA Finance Assistant of any office supply needs.
- Attend the association's annual meeting as needed. Assist with annual meeting preparation beforehand as necessary, and working the registration table and providing other assistance as necessary during the conference.
- Maintain the administrative needs of MIRMA's Risk Management Information System.
- Handle the Record Only – Nurse Triage workers' compensation claims. If there is an opening for a claims adjuster position, consider further claims handling opportunities.
- Attend all board of directors meetings and perform support as necessary.
- Complete all other duties and responsibilities not herein described as may be necessary and assigned, within the abilities of the position.

ESSENTIALS

- Effective verbal communication skills, both in person and on the telephone.
- Thoroughness, neatness and accuracy.
- Maintain a professional personal appearance.
- Agree to abide by the MIRMA Code of Conduct and the MIRMA Personnel Policy.
- Effective proofreading skills.
- Proficiency in typing, modern technology, and MS suite of applications to include but not limited to Word, Excel, and Power Point.
- Prior experience in an insurance claims environment is preferred.

- Must work congenially with others, including staff, member representatives, vendors and claimants.
- Must be able to work independently on routine tasks and assignments once instructions are given.
- Must be willing to assist other personnel as available and as necessary.
- Effective use of time.
- Strong organizational skills.

EDUCATION AND TRAINING

High School Diploma required. Clerical training, business school, or office clerical experience preferred.

PHYSICAL DEMAND/MANUAL DEXTERITY/TOOLS AND EQUIPMENT USED

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the responsibilities and essential functions.

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