

# Lawley

INSURANCE | EMPLOYEE BENEFITS

## Workers Compensation Administrator

### Position Focus:

- Make initial contact to new prospects to introduce the program; forward materials and follow up with the client regarding fees
- Process claims, including contacting clients and medical providers for additional information, review and adjust medical bills and return to insured with an explanation of changes; assemble claim review booklets
- Utilize EPIC (agency claim management system) to input First Aid incident reports
- Order materials from state agencies as needed
- Research NYS and other states for First Aid applicability and updates
- Provide administrative support as needed for Risk Management & Claim Department staff
- Develop and maintain positive relationships with clients, carriers, agency personnel and other business contacts
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs and scorecard

### Successful candidates possess:

- Minimum of one year experience in a similar or related position
- Associates' Degree preferred or equivalent experience
- Knowledge of Microsoft Office, including Word, Excel, PowerPoint & Outlook; Applied experience preferred
- Willingness to learn Workers Compensation law and the claim process
- Desire to interact with clients both in person, by phone and e-mail
- Experience navigating windows based software
- Incredible attention to detail and organizational skills
- Ability to work well independently and on a team
- Positive attitude, even in a fast paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Precise communication skills, even under time constraints

