

Lawley

INSURANCE | EMPLOYEE BENEFITS

Claims Management Associate

Position Focus:

- Provide administrative support to the Claims Management Department
- Respond to internal and external customers in a timely manner
- Responsible for collecting, auditing and consolidating Claims Management Representatives timesheets in a timely manner, investigating and resolving any discrepancies and completing billing process for Claims Management and First Aid at month end
- Responsible for processing and monitoring AFE's (Agency Fee Agreements), including attachment in Agency Management System (Epic); tracking of hours utilized; set up of activities for Claims Representatives on status of AFE and update of AFE summary list
- Enter data using Excel to create Loss Source Analysis reports and provide other data analytics and claim review preparation, assembly of reports and proposals as needed
- Assist with processing medical bills and placing with the proper Workers Compensation carrier in a support capacity as needed; Input data and run reports from ModMaster
- Responsible for completing modification requests for NYCIRB and NCCI worksheets
- Serve as a backup to Loss Control Associate for billing and related administrative functions
- 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 an administrative support or related position
- Associates' Degree or higher preferred
- Proficiency in all Microsoft Office; Word, Excel, PowerPoint & Outlook; Applied/EPIC and ModMaster experience a plus, but is trainable
- Experience navigating windows based software
- Ability to work well independently and collaboratively on a team
- Incredible attention to detail and organizational skills
- Positive attitude, even in a fast paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work efficiently and with a high degree of accuracy
- Precise communication skills, even under time constraints

What's in it for you? *The Lawley Advantage!*

- Fulfilling career securing your clients' well being
- Competitive salary, referral bonuses **AND** annual bonus eligibility
- Great Benefits (Medical, Dental, Vision, Wellness-- the works!)
- Educational and growth opportunities
- Generous PTO and 401K upon hire
- Comfortable, family oriented culture; Office hours 8-4:30
- Work hard, play hard!!!



Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.