

Lawley

INSURANCE | EMPLOYEE BENEFITS

Claims Assistant

These are the *fundamental* components of the job:

- Provide overall administrative support, including reporting, to the Claims Department (Department includes Commercial and Claims Management Consultants)
- Acquire knowledge and understanding on the depth of an insurance policy and the life cycle of a claim
- Become proficient in EPIC (Lawley's CRM) and "ModMaster" (Workers Compensation experience modification) software
- Learn the claims handling process, including following up on opening claim diaries.
- Respond to internal and external customers in a timely manner
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs and scorecard

Other *functions* of the job:

- 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



'Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.'

A bit about Lawley!

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (nearly 70 years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

Why Lawley?

- Competitive salary and referral bonuses!
- Expansive Benefits (Medical, Dental, Vision—and SO many more)
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1st day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$37,950.00 to \$63,250.00 (salary grade ranges min-max).

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