

Job Posting

Job Title:	Property/Liability Claims Associate
Location:	501 Wampanoag Trail, Suite 301, East Providence RI 02915
Schedule:	35 hours per week / Monday – Friday / 8:30 – 4:30
Exempt/ Non-Exempt	Exempt
Travel:	5%

About Us

The Rhode Island Interlocal Risk Management Trust (“The Trust”) is the pioneer and undeniable leader of intergovernmental risk-sharing pooling in Rhode Island. As a Member-owned and managed organization, The Trust’s overarching goal is to provide its Members with the highest standards of service, risk management and insurance programs. The Trust is recognized as local government’s premier one-stop source for Property/Liability, Workers’ Compensation, Health, Dental, Life, Other Post-Employment Benefits (OPEB) and Wellness, and widely lauded for its excellence in risk management and loss prevention services.

Job Summary

This is work of a technical and administrative support nature.

- Contact with Member representatives, claimants, outside service vendors and providers and other staff in the processing of claims.
- Provide administrative office support which may include secretarial duties, filing, data entry, compilation of statistical reports, scheduling, invoice processing.

Core Responsibilities

- Receives and records notices of claims by appropriate methods; processes claims data by filing, data entry, and/or forwarding of information to other staff or to service providers.
- Gathers necessary supporting documentation for claims from various sources, such as: claimants, Member representatives, attorneys, investigators, medical providers, other insurers, witnesses, etc.
- Identifies discrepancies and resolves same by subsequent telephone and written inquiries. Reports matters of an unusual or non-standard nature to Claims Manager for further attention.
- Authorizes necessary follow-up by service providers and vendors to ascertain information about claims.
- Utilizes computer-bases spreadsheet, database, and word processing applications to automate work functions and perform analytical tasks.
- Enters data into computer and generates reports.
- Updates files, lists and other statistical information using automated and manual systems.
- Compiles and prepares associates reports from data maintained.
- Forwards information to appropriate internal staff, Members, external service providers, consultants and vendors for supplemental analysis and use.

- Type various office reports and correspondence.
- Composes letters, forms, and other correspondence independently or with abbreviated direction; edits rough drafts to final form.
Performs various office duties: answers telephone, reproduces materials, files, performs work processing, etc.

Qualifications

- Thorough knowledge of office record-keeping and filing procedures.
- Considerable knowledge of functions, practices, and procedures of office environment, or the ability to acquire such knowledge in a relatively short period of time.
- Considerable knowledge of the computer applications software programs for word processing and spreadsheets frequently used in office environments.
- Considerable knowledge of business English and arithmetic.
- Knowledge of the specialized lines of risk coverage being handled by the employee, or the ability to acquire such knowledge within a relatively short period of time.
- Ability to apply and interpret coverage terms to specific standard claims, and to identify those claims of an unusual nature.
- Ability to maintain general, administrative, and financial records and to pull information from these and other sources in order to present data in formats suitable for management review.
- Ability to maintain confidentiality.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with Member representatives, attorneys, outside service providers, consultants, and staff.
- Considerable skill in the operation of devices using alphanumeric keyboards.
- Initial and follow through is expected of the employee in a normal conduct of work.
- Work independently with minimal supervision and considerable skill once an initial understanding of the job tasks, parameters and standards are achieved.

Education/Experience:

- Possession of an associate degree is preferred.
- Prior work experience of at least two years is required in a responsible customer service position, or with an insurance agency/company or business office.
- Possession of an undergraduate degree or familiarity with claims processing or the public sector is highly desired.

In lieu of the above, any equivalent combination of training and experience that provides the following knowledge, abilities and skills may be considered at the discretion of the Trust.

License(s) Requirements:

There are no Licenses required for this position.



Other Requirements:

- Position requires the ability to work in an office setting; speaking in person and on the telephone, writing and keyboarding; using normal office machines such as photocopiers, computers printers, fax units, etc., filing, lifting up to 25 pounds, and use of fluent and grammatically correct English as the primary business language.

Benefits

Health and Dental Insurance

Group Term Life and Accidental Death and Dismemberment Insurance

Group Long Term Disability Insurance

Retirement Benefits

Health Spending Account

Continuing Education

Employee Assistance Program

Paid Time Off

Send Resume and Cover Letter

Email: hr@ritrust.com

Mail: Rhode Island Interlocal Risk Management Trust, 501 Wampanoag Trail, Suite 301, East Providence, RI 02915 Attention: Human Resources

Please read the qualifications for this position carefully. The successful applicant will have to get up to speed quickly and therefore, we will only consider those who meet all the criteria listed above.

The Trust is proud to be an equal opportunity employer.