

## Job Description

**Job Title:** Processing Specialist I

**Supervisor:** VP of Support Services

**FLSA Status:** Non-Exempt

**Department:** Processing

**Job Summary:** This is a responsible position that involves administration, coordination, and execution of all assigned duties, services, and practices related directly to the Agency's processing function.

The Processing Specialist I position is responsible for learning the wide variety of duties in the Processing Department as listed below. Colleagues who have mastered approximately 50% of all departmental duties and are able to effectively train other staff members on those duties are then eligible for promotion to the Processing Specialist II position at manager's discretion.

### Essential Functions:

1. Review and invoice audits for accuracy.
2. Process direct bill invoices and commission received.
3. Process changes, reports, and invoices on Independent Contractor NTU/Phys Dam and Occ Acc programs.
4. Renew billing and process reports on any IC NTU/PD and Occ Acc programs.
5. Process independent contractor certificates as they come in and at renewal.
6. Review, process, and invoice endorsements.
7. Process and invoice renewal billing activities (BIPTs).
8. Process mail according to current Agency standards.
9. Attach any endorsements or policies received by email accurately and according to Agency standards.
10. Order MVRs.
11. Update driver lists according to company standards.
12. Process rejected and probation letters.
13. Update Great West rejected driver list monthly.
14. Process Great West Loss Report daily.
15. Process monthly transportation reports.
16. Process monthly independent contractor reports.
17. Process monthly livestock reports.
18. Research and bill corrections of discrepancies in an accurate and timely manner.
19. Manage the unapplied cash report.
20. Answer billing questions from office staff.
21. Provide backup to all positions within the department.

### Desired Qualifications:

1. Reading, writing, mathematical skills that would normally be acquired through the acquisition of a high school diploma.
2. Knowledge of commercial insurance policies, applications, endorsements, and insurance proposals preferred.
3. Ability to read and interpret complex documents, such as insurance policies, applications and proposals.
4. 3 years of relevant commercial insurance experience preferred.

5. Extreme detail orientation necessary to detect errors in documents or gaps in coverage.
6. Ability to use telephone effectively in order to communicate with agency personnel to resolve problems.
7. On-the-job experience with Sagitta and/or ImageRight insurance agency software preferred.
8. Ability to sit and to concentrate for long periods of time necessary for reading and reviewing documents.
9. Ability to communicate orally and in writing necessary for relaying complex information with agency personnel and outside entities.
10. Ability to obtain necessary license(s) needed to perform duties.

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