

## Position Description

<b>Job title</b>	<i>Claims Inside Support Representative (ISR)</i>
<b>Reports to</b>	<i>Claims Vice President</i>

### Position Summary

The Claims Inside Support Representative (ISR) is responsible for assisting Claims adjusters with multiple support functions to improve customer service, increase the speed of claims resolution and control costs. The Claims ISR will provide clerical support for adjusters by setting up new claims in our systems, importing documentation to claim files, and completing other clerical functions.

### Primary Responsibilities

- Meet or exceed company guidelines on customer service expectations on claims handling.
- Set up new losses in FINYS (claims automation system) that are received by phone, email, fax or directly into the system itself.
- Import documents, photos and videos into the company document viewer system to claim files accurately, quickly and with the correct descriptions.
- Obtain police or other authorities' reports for accidents.
- Request medical authorizations from injured parties and mail signed authorizations to medical providers to obtain medical records.
- Complete investigative searches in LexisNexis for information to help claim investigations.
- Request vehicle tows from a salvage vendor's portal to salvage yards.
- Obtain W-9's from vendors and send them to accounting for processing.
- Assist with vendor payments for outstanding invoices.
- Request vehicle valuation reports via our vendor's portal website.
- Schedule, monitor and extend automobile rentals for vehicles owners via a vendor portal.
- Contact other insurance companies to report claims or obtain status on their open claim.
- Update claims data on vehicles and parties involved in a loss.
- May be asked to assist in auto investigations, including obtaining recorded statements from parties involved in accidents.
- Assist in weather catastrophe events as needed, such as making initial calls to policyholders.
- Issue indemnity and expense payments as directed.
- Handle miscellaneous calls and inquiries from policyholders, agents and other parties.
- Proper use of company equipment.
- Other duties as assigned.

### Minimum Qualifications

- High School Diploma or equivalent
- Highly customer service focused.
- Must have a high ability to multi-task as well as being detail oriented.
- Strong problem solving and decision-making skills.
- Strong PC skills including Microsoft Office
- Organizational, reasoning and listening skills
- Ability to manage time effectively and work independently with little supervision.
- Ability to work in a team environment.
- Ability to create positive and collaborative working relationships.
- Strong verbal skills
- Willing and able to travel, work after normal business hours and adjust schedule as may be required by circumstances, including on-call rotation.
- Reliable

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### **Working conditions**

This position may be performed at the company headquarters in a traditional office environment full-time or a hybrid schedule of part-time at the company headquarters and part-time at one's remote office. This role routinely uses standard office equipment such as computers, phones, printers, and filing cabinets.

### **Physical requirements**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. This position will frequently be required to sit, stand, walk, stoop, kneel, crouch, use hand to finger, handle or feel, and reach with hands and arms. This position also requires the ability to lift up to 25 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. This noise level in the work environment is usually moderate.

### **Direct reports**

None

### **Note**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety to themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. Duties, responsibilities, and activities may change at any time with or without notice.

### **Equal Employment Opportunity Statement**

Wayne Mutual Insurance Company provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

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## Position Description

**Signatures:**

Approved by Management:	
Approved by HR:	
Date:	

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee:	
Date:	