

# Administrative Assistant



## Job Description

Under general supervision, performs a variety of administrative duties in support of all departments of the company as well as in support of the leadership team: CEO, President, Senior VP & CFO and VP of claims.

## Essential Job Functions

Answering phones: screening calls, providing information and directing calls to the appropriate person or department. Processing the inflow of mail, calls, faxes, email and FTP sites. Processing the outflow of mail as needed by the various departments, including regular mail, certified mail, federal express or other manner. Entering new injury reports into claims computer system.

## Classification

Fulltime non-exempt position

## Duties

- Answer phones, screening and directing calls
- Opening, sorting and scanning all incoming mail as needed by all departments
- Entering new First Reports in system
- Processing bills to be paid, creating rejection letters, and processing the daily mail
- Indexing faxes and scanned mail, email attach to file
- update/maintain claim department contact lists
- update/distribute company phone directories
- copy and assemble claim review or marketing packets as requested by President, Executive VP & CFO, VP Claims or Director of Marketing.
- Maintain weekly calendar of litigation proceedings (“warboard”)
- email warboard to all interested parties
- print claim materials from iDARTS for litigation warboard
- Monitor FTP sites and process the documents
- Process the outgoing mail as directed by various departments
- Perform related duties or special projects as required
- Securing Confidential or protected information in locked desk or scan room

## Qualifications

Coursework in workers’ compensation, insurance, business, or a related field.

Four years of work experience in an insurance field, workers’ compensation experience is highly desirable as is experience with self-insured groups.

## Work Environment

This position works in a professional office environment. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, laser printers, and fax machines.

**Language Skills**

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. The ability to effectively communicate in the English language.

**Privacy and Protected Information**

Personal health information (PHI), also referred to as protected health information, generally refers to demographic information, medical history, test and laboratory results, insurance information and other data that a healthcare professional collects to identify an individual and determine appropriate care.

Protected Personal Information (PPI) under MA law is defined as a person's first name and last name or first initial and last name in combination with any one or more of the following data elements that relate to such person: social security number; driver's license or state-issued identification card number; or financial account number, or debit or credit card number (with or without any required security code, access code personal identification number or password) that would permit access to a person's financial information.

For purposes of this Job Description both PHI and PPI will be referred to as Protected Information.

During the course of your employment you will come in contact with Protected Information relative to claimants, members and employees. Each employee will use extreme care to protect the confidentiality of Protected Information. Protected Information should be shared only with authorized contractors and vendors. Employees shall not access, transmit, disclose or in any way obtain Protected Information for non-business purposes. Employees should only access the minimum Protected Information necessary to successfully perform their duties. Non-electronic Protected Information will be secured at all times. Every effort should be made to minimize the printing of Protected Information. Once printed Protected Information must be quickly retrieved from the printer and secured. Printed Protected Information should not be treated casually. Printed Protected Information should be disposed of in the secured recycle bins or shredded. Protected Information should never be disposed of using unsecured means.