

POSITION DESCRIPTION

Job Title: Supervisor - Claims Support & Office Services
Status: Exempt
Department: Claims

The Claims Support & Office Services Supervisor is responsible for the management and operation of the Claims Support staff, the mail operation and the switchboard function to include personnel matters, work flow, claims procedures, quality review, production, training and identify system and process improvements. The Claims Support & Office Services Supervisor will have a detailed understanding of the computer entry, PPO networks repricing, Office Services and mail room operations. In the role of coach, will be responsible for the career growth, Leadership, development and planning for future needs to encompass the department as a whole and the individual claims support staff members.

ESSENTIAL FUNCTIONS: 100%

- 40% 1. Management and operation of the units in accordance with company objectives and guidelines as well as departmental guidelines and procedures, including work flow, procedures and processes, training, quality review and personnel matters:
- Plan, direct and maintain the workload of staff. Coordinate staffing needs with Human Resources and interview prospective employees referred by H/R.
 - Develop and maintain employee developmental plans, fostering an environment which promotes growth and development.
 - Establish and maintain employee performance goals standards for both production and quality.
 - Complete employee evaluations according to company guidelines and make salary recommendations to Claims Director. Discuss evaluation with employee in a manner that motivates them to reach their potential for maximum job performance.
 - Counsel with individual employees concerning performance, personnel issues, etc. and establish corrective measures as necessary. Resolve and/or direct questions or problems from staff members.
 - Create and maintain job descriptions for all staff members.
- 5% 2. Establish, implement and monitor all departmental guidelines and procedures. Oversee maintenance of departmental guidelines and procedure manuals.
- 3% 3. Analyze department production/quality figures. Evaluate results and communicate to staff on an individual basis to encourage their growth and development.
- Evaluate, modify or create new production/quality standards and procedures on an on-going basis and make recommendations to upper management.
- 3% 4. Consistently identify improvements (systems and processes) to improve performance and quality.
- 1% 5. Randomly audit files reviewed by the Claims Auditors to determine appropriateness of the errors and to review for consistency.
- 24% 6. Perform hands on functions as needed in high volume and backlog situations including yearly calendar order and IRS Reject Project.
- 12% 7. Coordinate Office Services by either monitoring cross-trained staff or performing the function as necessary.
- 5% 8. Communicate with other members of the Claims supervisory team and training team to plan and direct the work flow throughout the claims department and take action on situations that arise between the different areas of Claims.

4% 9. Manage switchboard operation.

2% 10. Encourage and develop employee contributions in team problem solving and their ideas for process improvements.

1% 11. Consult with the trainers on the progress of trainees throughout the training process. Assess progress and take appropriate action.

REQUIREMENTS:

1. Two years of supervisory experience. Insurance and mail room operation experience strongly preferred.
2. College degree preferred.
3. Proven leadership skills and proactive management style to direct the department's resources in achieving goals and objectives.
4. Demonstrated decision making abilities.
5. Ability to speak English fluently. Ability to read, comprehend, give and follow verbal and written English instructions.
6. Excellent interpersonal skills. Ability to listen and question employees to determine level of understanding and/or define problems. Ability to express self clearly and courteously; responding with patience, confidence and accurate information.
7. Ability to compose proper business correspondence, (i.e., letters, memos and file documentation).
8. Excellent telephone communication skills, (i.e., listening for understanding, responding accurately and professionally).
9. Ability to perform basic math skills.
10. Ability to operate a ten-key calculator and proficiency in using a personal computer, i.e., spreadsheets, data bases, reports, etc.
11. Ability to meet company attendance requirements and work extended hours as needed.
12. Ability to work under and handle stress associated with varying work loads and deadlines.
13. Strong communication and organizational skills.
14. Ability to work within a team environment.

BENEFIT PACKAGE INCLUDES:

- Competitive salary and bonus opportunities
- Medical insurance
- FSA
- PTO
- Casual Dress Code
- 401k with ER matching contributions

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Our offices are conveniently located at I-435 and Roe Blvd., OP, KS.

For a complete Position Description and to learn more about our company, go to www.alliednational.com.

FACTORS IMPORTANT TO SUCCESSFUL PERFORMANCE OF POSITION:

Problem solving	Interpersonal skills	Communication skills
Analytical ability	Dexterity	Coaching and mentoring
Supervisory/Leadership Skills		

The position requires the ability to accurately, consistently and fairly evaluate employees' performance and take corrective or disciplinary action. Excellent communication and interpersonal skills are needed in verbal contact and written correspondence internally and with those outside of the Company. Must have analytical and creative abilities to solve problems and project future needs of the department.

PHYSICAL DEMANDS OF POSITION:

Standing/Sitting	75% of time	Attend/conduct meetings, working on system, employee development.
Walking	25% of time	To meetings, mail room, reception desk and to monitor employees.
Lifting/Carrying 20 lbs.	5% of time	Mailroom mail tubs. Move indexed storage, boxes, office supplies.
Reaching/Handling	50% of time	Operate PC, telephone, materials on desk, reports and Manuals.
Speaking/Hearing	40% of time	Speaking with staff, management, carriers, presentations, Phone conversations, listening to employees.
Seeing	100% of time	Review files, reports, monitor employees, PC

NOTE: Applicants who need accommodation for an interview or job testing, please request this in advance to the Human Resources Department.