



Claims Assistant

Copic Job Description

JOB OVERVIEW

JOB TITLE	Claims Assistant
DEPARTMENT	Claims
FLSA CLASSIFICATION	Non-Exempt
REPORTS TO	Senior Claims Coordinator

JOB SUMMARY

Supports Claims department by taking first report of claim or lawsuit; preparing reports for file; and requesting investigations and case files relevant to case.

KEY RESPONSIBILITIES

➤ Administrative

Percent of Time: 30%

- Sort and distribute mail to department staff.
- Timely complete regulatory reports.
- Prepare, file and distribute letters.
- File requested documents for claims consultants.
- Pull reports from MicroStrategy and other programs for consultants.
- Calendar and schedule meetings for Claims Consultants.
- Calendar court dates and case related activities for consultants.
- Assist Claim Consultants with daily activities as required.
- Additional duties assigned by Senior Claims Coordinator.
- Update process as changes arise.

➤ Occurrence Reports & Claims

Percent of Time: 20%

- Process occurrences. These should be removed from log and distributed to the Claims Consultant twice daily.
- Closed Claims: Closed claims should be completed within a reasonable time of the request.

➤ Claims Committee Meetings

Percent of Time: 25%

- Responsible for the coordination of all Claims Committee Meetings.

KEY RESPONSIBILITIES CONTINUED...

➤ Oasis Database & ImageRight

Percent of Time: 25%

- Input diary dates, litigation information, reserve changes, status changes, and look up data on insureds.
- Open claims and lawsuits as directed by claims consultants.
- Associate appropriate coverage and input policy information.
- Become proficient on all systems utilized in the Claims Department.

REQUIRED QUALIFICATIONS & SKILLS

- 1-2 years' experience in a similar position (administrative/paralegal, etc.)
- High School Diploma.
- Strong computer skills in word processing, proficient in Microsoft Office and Teams.
- Good people skills, detail orientated, and strong organizational skills.
- Pleasant and helpful temperament with the ability to work in harmony, while exhibiting a team player attitude.
- Promote a positive organizational image to the internal and external community.
- Exercise good judgment while maintaining a high quality of work with little supervision.
- Excellent customer service and communication skills.
- Analytical, critical thinking, and problem-solving skills

DESIRED QUALIFICATIONS & SKILLS

- Bachelor's degree.
- Knowledge of Legal industry.
- Knowledge of the healthcare industry.
- Ability to identify problems and provide resolutions quickly and efficiently.

WORKING CONDITIONS

- Typical Office Environment
- Hybrid Schedule. Office located in Denver, Colorado
- Schedule
 - Full-Time, 40 hours per week, long or unusual hours as needed, sometimes on short notice
 - Business Hours: 8am-5pm

About Copic

Copic's mission is to improve medicine in the communities we serve. We strive to be the premier diversified service organization providing professional liability insurance and other needs of the health care community through advocacy, innovation, and the commitment and dedication of our employees.

We offer competitive wages, a comprehensive and highly sought-after benefits package, and a great work environment with fun, friendly people who truly enjoy their work. Hiring range for this position is \$47,433.32/annually to \$59,291.65/annually.

Disclaimer: *This is not meant to be comprehensive. Job duties and/or qualifications are subject to change depending on business need.*