

## Property and Casualty Claims Associate

You must submit a cover letter and resume to be considered for this position.

Job Title: Administrative Assistant Senior

Employer: University of Michigan

Location: Ann Arbor, MI

Hours: 8:00 AM – 5:00 PM, Monday-Friday (40 Hours a week)

### Administrative Assistant Senior

% of Duties	Duties
50%	<p><b>Administrative Support for Property &amp; Casualty Claim Representatives</b></p> <ul style="list-style-type: none"><li>• Gather claim information including assessing severity of damages, evaluating the contributing causes of claimed losses, pursuit of subrogation opportunities and determination of appropriate claims payments. Authority level: \$12,500.</li><li>• Address customer concerns and determine how to solve them prior to forwarding to claim representative.</li><li>• Evaluate and determine appropriate claim coverage and authorize payments as required.</li><li>• Evaluate and pursue subrogation opportunities.</li><li>• Provide administrative support to claims staff including data entry, distribution and assignment of incoming mail.</li><li>• Process claims payments as authorized.</li><li>• Organize and maintain electronic and paper files</li><li>• Coordinate and schedule claim repairs with University departments and outside vendors on behave of the department, with minimal supervision and guidance.</li></ul>
40%	<p><b>Office Administration</b></p> <ul style="list-style-type: none"><li>• Assist with miscellaneous projects and presentations</li><li>• Assist in creating an environment that will enhance and encourage employee teamwork.</li><li>• Assist in developing and coordinating material for special projects developed during the year including the monthly report, quarterly report and other reports as identified.</li><li>• Coordinate and schedule high level meetings involving executive officers, deans, department heads and outside agencies.</li><li>• Assist with coordination of office staff assignments and coverage.</li><li>• Coordinate travel and lodging arrangements for department staff.</li><li>• Plan and coordinate RMS events by arranging catering, location and monitoring event budgets.</li><li>• Manage and maintain all office equipment such as phones, copier, fax, printers, ensuring that all maintenance agreements are up to date.</li><li>• Actively participate in the process of continual business office operations improvement.</li></ul>

	<ul style="list-style-type: none"> <li>• As part of the Operational Services Team, provide backup support to staff as needed in areas such as, but not limited to, reception and phone coverage, record retention, correspondence, and facilities.</li> <li>• Coordinate and develop material for the monthly Claims Management Committee report and other reports as assigned.</li> <li>• Compile and manage receipt of restitution and subrogation payments. Monitor payment activity and reconcile accounts receivable.</li> <li>• Develop and maintain reporting of customer service survey, claims, accounts receivable and restitution payments.</li> </ul>
10%	<p><b>Reconcile and Monitor the department's administrative budgets.</b></p> <ul style="list-style-type: none"> <li>• Process and review statements and payments in a timely manner.</li> <li>• Audit for unnecessary expenses and recommend cost saving measures.</li> <li>• Reconcile statement of activities for three accounts totaling over \$200,000 a month.</li> <li>• Reconcile P-Card and assist others as needed.</li> <li>• Process purchase orders, non purchase orders, journal entries and requisitions.</li> <li>• Maintain and organize statement of activities files and receipt files.</li> <li>• Process payment for departmental invoices.</li> </ul>

**Required Qualifications**

- High School diploma or equivalent combination of education and experience.
- At least 4 years of claims and administrative experience.
- Proficiency with MS Word, Excel, and PowerPoint.
- Demonstrated ability to work independently, showing sound judgment based on experience.
- Demonstrated ability to work as part of a team in a professional and collaborative manner.
- Demonstrated ability to multi-task, learn quickly and stay calm in the face of concurrent tasks
- Demonstrated accuracy and orientation to detail in work.

**Desired Qualifications\***

- Bachelor's degree
- Experience with the University's Risk Management Information System, Oasis.
- Experience with UM calendaring systems.
- Knowledge of UM policies, procedures, and regulations.
- Experience with M-Pathways (particularly p-cards, procurement, and finance).

**Submit cover letter and resume to:**

**University of Michigan Risk Management  
400 S. Fourth St  
Argus II Building  
Ann Arbor, MI 48109-4816**