



## Adventist Risk Management Career Opportunity

### Claims Assistant

As the official insurance and risk management company for the worldwide Seventh-day Adventist Church, Adventist Risk Management®, Inc. (ARM) is devoted to finding Adventist professionals who are committed to the success of our clients and our organization.

Joining ARM allows you to be part of a team of professionals committed to extraordinary customer service, a culture of diversity and inclusion, while working in a Seventh-day Adventist Christian environment. You are encouraged to visit our website [www.adventistrisk.org](http://www.adventistrisk.org) to learn more about ARM. We don't view what we do as just a business; our ministry is to protect the ministries of the Seventh-day Adventist Church.

We currently have a position open for a full-time **Claims Assistant** to join our Claims team. This person will provide a full range of support to Claims Examiners in the adjudication of claims as appropriate. The Claims Assistant also provides technical support to the Claims Services department. This position is based at our corporate headquarters, in Silver Spring, Maryland 4 days a week. Position is telework eligible based on ARM telework policy. This position is inclusive of our company benefits package which offers healthcare, employer matching 403(b), paid vacation, professional training, and other programs.

#### What can you expect?

- A work environment that values strong professional standards and work ethic

#### What is in it for you?

- An opportunity for long-term and upward growth potential with an organization that emphasizes opportunities for current team members.
- You will have the knowledge that your work is meaningful and valuable.
- Exceptional benefits, great paid time off and additional perks that come with working at ARM.

#### We will count on you to:

- Provide excellent first-line customer service such as, taking claim information over the phone, giving limited instructions on how to proceed with claim or providing referrals to adjusters.
- Provide phone coverage by answering incoming calls that roll through the que of the phone system.
- Review email from [claims@adventistrisk.org](mailto:claims@adventistrisk.org), and forward with comment to the appropriate Examiner or other pertinent staff member.
- Open incoming USPS mail for distribution
- Examine files or documents for completeness and obtain additional information from claimants and/or insured where needed to continue claim processing.
- Prepare verification of coverage requests and check accuracy of returned documentation.



- Determine if a given claim is handled in-house by examiner, legal counsel, or transmitted to carrier for processing and take appropriate action.
- Enter claims into claims management system
- Send standard acknowledgment letter for each claim.
- Scan and index documents per established procedures within the claims system.
- Prepare correspondence and check transmittal as instructed.
- Maintain work area in a neat and well-organized manner
- Perform other duties as assigned

**What you need to have:**

- High school diploma or equivalent; Bachelor's degree preferred.
- 3-5 year experience in the field or in a related area
- Proficient with Microsoft Office with exceptional knowledge of Excel
- Excellent time management skills and ability to multi-task
- Attention to detail and problem solving skills
- Excellent written, verbal and interpersonal communication skills
- Strong organization and prioritization skills

**What makes you stand out:**

- Professionalism
- Self-starter and problem solver with the ability to work independently.
- Ability to work in a fast-paced environment and ability to prioritize work.
- An ideal team player who is hungry, humble, and smart.
- Proven ability to take initiative in a constantly changing work environment.

**Interested in a Career:**

Please contact our Human Resources team at 301-453-6983 by May 23<sup>rd</sup> or email your resume to [rfiddis@adventistrisk.org](mailto:rfiddis@adventistrisk.org) by 5/23/22. Please reference the **Claims Assistant** position.

Adventist Risk Management, Inc (ARM) is a 5013(c) religious nonprofit corporation based in Maryland. ARM is an equal opportunity employer