



ANSWERS
S Y S T E M S

Department: Settlement
Reports to: Exceptions Supervisor
FLSA Status: Non-Exempt

Exception Analyst

Summary: Resolve open claim issues and perform outbound communications. Work with outside vendors regarding customer claims.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Research and resolve claims issues
- Daily customer contact by performing outbound research calls and receiving inbound calls regarding claims status
- Perform outbound research calls in order to resolve open claims issues promptly and efficiently
- Research open claim issues
- Determine potential claim resolution
- Work closely with outside vendors regarding customer claims
- Daily work reports in the system to clear any pendings for all clients

Correspondence

- Daily generation of accurate correspondence to a variety of customer types
- Ability to assist in development of new promotion correspondence materials
- Work with end users via email and phone to assist in setting up contracts

Position Requirements:

- Basic knowledge of Microsoft Excel and Microsoft Word
- Minimum 30 wpm & 10 key by touch 8000 KSPH
- Should possess strong math skills
- Must possess strong customer service skills
- Should be detail oriented and able to work independently in a fast paced environment
- Must possess the ability to interpret, document and communicate information in a clear and concise manner
- Ability to interpret a variety of instructions furnished in written, verbal or schedule form
- Ability to analyze a variety of different promotions and document claims accurately
- This is a fast paced position requiring the ability to effectively prioritize multiple job duties is required

Education or Experience

- Minimum 1 year college or 1 year related experience and/or training; or equivalent combination of education and experience desired.