

**Oklahoma Farm Bureau & Affiliated Companies
Job Description**

Job Title: Office Manager		Department: Tulsa District Claims Office	
Accountable to: District Claims Manager		Issued: 8/2020	Revised:
Grade Level: 10	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Seasonal	FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Position Details: <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

Primary Purpose: Provides administrative support to district claims office personnel, assists adjusters and managers with claims processing, manages office workflow, and demonstrates quality customer service and professionalism to insureds, vendors, and the public.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Answers incoming telephone calls and gives information to callers, takes detailed messages, or transfers calls to appropriate individuals.
2. Greets persons entering establishment, determines nature and purpose of visit, and directs or escorts them to specific destinations.
3. Reads, routes, and distributes incoming mail.
4. Provides administrative support such as composing and typing routine correspondence. Proofreads documents and correspondence for accuracy and correctness.
5. Processes, modifies, and updates claim files by using the computer system to enter, access or retrieve claim data; prints reports, and collects other information as needed. Posts or attaches information to claim file.
6. Orders reports such as police/highway patrol reports if necessary.
7. Provides customer service, such as giving limited instructions on how to proceed with claims.
8. Communicates with other supervisors, departments, and managers to resolve problems and expedite work.
9. Determines work procedures and prepares work schedules; Monitors workflow and workload and adjusts as needed.
10. Analyzes work procedures to improve efficiency of subordinates; Issues written and oral instructions.
11. Examines and analyzes all closed claim files to ensure that all areas of the claims process have been properly carried out; Verifies aspects such as good coverage at time of loss, correct vehicle(s) involved, use of proper releases, photos, statements; and checks for recovery possibilities.
12. Routes claims to other district claims offices when claims involve two or more districts.
13. Purchases and manages office supplies and maintains office petty cash account.
14. Prepares various reports as needed.
15. Provides backup to all other Claims Secretaries.
16. Other duties, as needed.

Supervisory Responsibilities

17. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

1. Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.
2. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
3. Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
4. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
5. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
6. Business Acumen - Understands business implications of decisions.
7. Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
8. Ethics - Treats people with respect; Works with integrity and ethically; Upholds organizational values.
9. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
10. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment.
11. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
12. Professionalism - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position. Follows through on commitments.
13. Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
14. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.
15. Dependability - Follows instructions; Responds to management direction; Commits to long hours of work when necessary to reach goals.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate degree or bachelor's degree preferred; and/or two to five years related experience and/or training in the claim's environment; or equivalent combination of education and experience.

Skills and Knowledge

- **Language Skills**
 - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present

information in one-on-one and small group situations to customers, clients, and other employees of the organization.

- **Mathematical Skills**
 - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability**
 - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Computer Skills**
 - To perform this job successfully, an individual should have extensive knowledge of computers and computer systems including hardware and software. Knowledge of claims software preferred.
- **Certificates, Licenses, Registrations**
 - Current Notary Public or obtainment of Notary Public preferred.
- **Other Skills and Abilities**
 - Proven managerial skills such as motivating, leading, developing, and directing people is required. Excellent customer service skills and proven problem-solving skills is necessary.
 - Ability to maintain composure when communicating with adjusters, insureds, third parties, and the public.
 - Typing/Data Entry skills required.
 - Knowledge of general insurance claims principles and practices a must.
- **Other Qualifications**
 - Worker is expected to maintain regular attendance.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to sit more than 50% of the time. The individual will occasionally be required to walk about the office to perform various tasks. The employee must occasionally lift and/or move up to 25 pounds. The person in this position frequently communicates with individuals who have inquiries, thus the person selected must be able to exchange accurate information in such situations.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The worker is regularly in a typical office environment and is not exposed to adverse environmental conditions. The noise level in the work environment is usually moderate.