Oklahoma Farm Bureau & Affiliated Companies
Job Description

Job Title: Claims Secretary		**Department:** Claims	
Accountable to: Liability/ Out of State Manager		**Issued:** 2011 **Revised:** 2026	
Grade Level: 6	**Type of position:** ☒Full-time ☐ Part-time ☐ Intern ☐ Seasonal	**FLSA:** ☐ Exempt ☒ Nonexempt	**Position Details:** ☒ Individual Contributor ☐ Supervisor/Manager (direct reports)

Primary Purpose: Performs administrative duties to assist adjusters with some or all areas of the claims process.

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

1. Answer incoming telephone calls and give information to callers, take detail messages, or transfer calls to appropriate individuals.
2. Process, modify, and update claims files by using the computer system to enter, access or retrieve claim data. Print reports and collect other information as needed.
3. Send notifications to insureds and contact insureds or other involved persons to obtain additional information as needed.
4. Order reports, such as police reports, if necessary.
5. Enter claim payment information into computer system and transmit claims for payment. Post or attach information to claim file. Balance daily claim payments as needed.
6. Record adjuster's claims for length of time.
7. Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
8. Greet people enter establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
9. Provide administrative support such as composing and typing routine correspondence, answer and screen telephone calls, read and route incoming mail, order and maintain supplies. Proof documents and correspondence for accuracy and correctness.
10. Purchase office supplies and maintain office petty cash account.

Competencies

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

1. Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
2. Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
3. 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.
4. Written Communication - Writes clearly and informatively; Edits work for spelling and grammar errors; Varies writing style to meet needs of a variety of projects; Presents numerical data effectively; Able to read and interpret written information.
5. Business Acumen - Understands business implications of decisions.
6. Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
7. Ethics - Treats people with respect; Works with integrity; Upholds organizational values.

8. Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
9. Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment.
10. Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
11. Professionalism - Approaches others in a tactful manner; Treats others with respect and consideration regardless of their status or position.
12. Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
13. Attendance/Punctuality - Is consistently at work and punctual; Ensures work responsibilities are covered when absent.

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

High school diploma or general education degree (GED); and one to three years of related 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 knowledge of computers and computer systems including hardware and software. Knowledge of Microsoft Excel is preferred.

- **Other Skills and Abilities**
  - Ability to maintain composure when communicating with adjusters, insureds, third parties, and the general public.

- **Other Qualifications**
  - Must have knowledge of secretarial, office administrative procedures, and knowledge of use and operation of standard office equipment, at a level generally acquired through 1+ years related experience.
  - Ability to manage stress due to high volumes of work, long hours, and dealing with discontented insureds and/or third parties.
  - May be required to work unscheduled hours, such as, overtime, holidays, and/or weekends during high volume work loads due to storm seasons and/or catastrophes or according to department needs.

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. This is not a remote position. 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 employee is occasionally required to stand and walk around the office to perform various tasks. The employee will occasionally be required to lift up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This is not a remote position. 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 subject to adverse environmental conditions. The noise level in the work environment is usually moderate.