

Assessment Administrator

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Company: Link Group

Location: Australia

Category: other-general

Overview

To provide a specialised claims administration service to members and Trustees of Superannuation funds. This service covers Terminal Illness (TIB), Total and Permanent Disablement (TPD), Income Protection (IP), and Permanent Incapacity (PI) Claims. All functions relate to AustralianSuper.

Key Accountabilities and Main Responsibilities

Administration tasks associated with the assessment of claim files pertaining to TPD, TIB, PI and Income Protection

Mail distribution and tracking as required

Ensure all associated databases are complete and updated as required

Claims support to assessors in the set-up of claims and files (hard and soft versions)

File storage maintenance – privacy adherence, Achieve and maintain contracted service standards

Any other tasks requested by your Manager

Claim allocations and facilitate interview set-ups

Payment processing within agreed limits

Ad hoc reporting

Build effective relationships with clients, Insurers, external providers

Participation in all required training toward individual development plans

Contribute to continuous improvement activities

Focus on delivery of high quality outcomes

Deliver service excellence

Other general duties as required

Experience & Personal Attributes

Ability to multi-task and manage conflicting priorities

Utilising multiple systems

Maintaining data integrity

Institute a focus on quality, innovation and continuous improvement

Strong time management skills with the ability to co-ordinate multiple activities at any given time

Ability to work as part of a team and to lead by example in maintaining a positive working culture

Strong customer focus

Strong quality assurance and attention to detail

Assimilating and applying job-related information in a timely manner.

Strong analytical and problem solving skills

Excellent communication skills both verbal and written

Strong MS Office skills in Word and Excel

General administration experience

Experience using Microsoft Office, including Word and Excel

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