

**Title:** **Disability Specialist**

**Description:** **PRIMARY PURPOSE**

To process claims and determine benefits due pursuant to Short Term Disability (STD) plans and in accordance with the Family Medical Leave Act (FMLA); make timely payments and adjustments of claims in accordance with other disability offsets; and to ensure the ongoing processing of claims in accordance with internal Best Practices.

### **ESSENTIAL FUNCTIONS & RESPONSIBILITIES**

- Analyzes, approve and authorize assigned claims and determines benefits due pursuant to a disability plan.
- Determines benefits due, makes timely claims payments and adjustments for STD and FMLA.
- Informs claimants of documentation required to process claims, required time frames, payment information and claims status either by phone, written correspondence and/or claim system.
- Communicates clearly with the claimant and client on all aspects of the claims process either by phone and/or written correspondence.
- Refers cases as appropriate to supervisor and management while maintaining professional client relationships.
- Issues benefits in accordance with Disability Duration timetables.
- Maintains professional client relationships.

### **QUALIFICATIONS**

#### **EDUCATION & LICENSING**

High School Diploma or GED required. College preferred.

## **EXPERIENCE**

One (1) year general office experience required. One year benefits or claims management experience preferred.

## **SKILLS & KNOWLEDGE**

- Excellent oral and written communication
- PC literate, including Microsoft Office products
- Analytical and interpretive skills
- Strong organizational skills
- Ability to work in a team environment
- Good negotiation skills
- Ability to meet or exceed
- Performance Competencies
- Typing – 45 wpm

## **WORK ENVIRONMENT**

When applicable and appropriate, consideration will be given to reasonable accommodations.

## **MENTAL**

Clear and conceptual thinking ability; excellent judgment and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines

## **PHYSICAL**

Computer keyboard – Typing 45 WPM

Local travel as required

## **AUDITORY/VISUAL**

Hearing, vision and speaking

