

Administrative Assistant/Claims Support – Job Description

Title: Administrative Assistant

Reports To: Location/Office Manager

Salary range: \$45,000 - \$50,000

Position Summary

The Administrative Assistant provides administrative, reception, and claims support to adjusters throughout the lifecycle of claim files. This role is responsible for claims administration, document preparation, billing coordination, and the accurate handling of time-sensitive correspondence. The position requires a high level of organization, professionalism, discretion, and attention to detail, and contributes directly to the efficient management of claims files and client service delivery.

Key Responsibilities

Administrative & Claims Support

- Provide administrative and clerical support to adjusters throughout the lifecycle of claim files.
- Open, maintain, and close claim files in accordance with company procedures.
- Prepare, proofread, edit, and finalize reports, invoices, and correspondence for adjuster review and submission.
- Transcribe dictated reports, statements, and correspondence accurately and efficiently.
- Compile claim documentation, including reports, enclosures, photo sheets, schedules, and supporting materials.
- Enter and update claim information in internal systems, including VCA.

Financial & Billing Responsibilities

- Prepare and process invoices, billing correspondence, and month-end invoicing entries.
- Support Accounts Receivable activities, including weekly review and follow-up of outstanding balances over 90 days.
- Submit cheques and payment documentation to vendors and insureds, including detailed payment breakdowns.
- Support billing accuracy by ensuring correspondence, time entries, and supporting documentation are properly recorded within claim files.

Document & Regulatory Coordination

- Prepare Proof of Loss forms, CSA documents, fire reports, payment orders, and closing documentation
- Complete RCMP requests, medical requests, title searches, and lien searches as required
- Prepare content loss correspondence using standardized templates and schedules
- Process Additional Living Expense (ALE) claims, including review and documentation of receipts

Office & Reception Duties

- Answer, screen, and direct incoming telephone calls, emails, and visitors in a professional manner.
- Provide professional front-line reception and customer service support.
- Foster positive working relationships with clients, staff, management, and visitors through professional and courteous interactions. Serve as the first point of contact for the office by professionally greeting visitors, answering and directing incoming calls, and responding to general inquiries.

- Managing incoming and outgoing mail, courier shipments, and priority post.

Confidentiality & Professional Conduct Section

- Maintain the confidentiality of client, claim, employee, and financial information in accordance with company policies and privacy requirements.
- Conduct all work in a professional, ethical, and respectful manner.
- Adhere to company policies, procedures, and standards of conduct.

Collaboration & Performance Expectations

The Administrative Assistant works closely with assigned adjusters to support effective file management, timely reporting, and accurate billing practices. As knowledge of adjusters' workflows develops, the incumbent is expected to assume greater responsibility for preparing routine documentation and supporting adherence to service standards and deadlines. Effective communication and collaboration between support staff and adjusters are essential to maintaining efficient file administration and accurate capture of billable work.

Qualifications

- Minimum 1-2 years of administrative or office support experience, preferably within the insurance, claims adjusting, legal, or other professional services industry.
- Proficiency in Microsoft Office applications, including Word, Outlook, and Excel.
- Experience preparing professional business correspondence, reports, and documents.
- Strong keyboarding and data-entry skills with a high degree of accuracy.
- Experience with invoicing, accounts receivable, or basic bookkeeping processes is considered an asset.

Knowledge, Skills & Abilities

- Solid understanding of office administration, reception practices, records management, and customer service principles.
- Working knowledge of invoicing, accounts receivable processes, and business document preparation.
- Strong organizational, time management, communication, proofreading, and data-entry skills, with a high level of accuracy and attention to detail.
- Proficiency in Microsoft Office Suite and other business applications.
- Demonstrated ability to manage multiple priorities, coordinate competing deadlines, and maintain accurate records in a fast-paced environment.
- Sound judgment, professionalism, and discretion when handling confidential and sensitive information.
- Adaptability and flexibility in responding to changing priorities, operational requirements, and workload demands.
- Collaborative and team-oriented approach, combined with the initiative and accountability to work independently.
- Willingness and capacity to learn and apply company procedures, insurance terminology, and regulatory requirements.

Working Conditions

- Primarily office-based work requiring prolonged periods of computer use.
- Frequent interaction with clients, adjusters, vendors, and other stakeholders.
- Occasional overtime may be required to meet operational deadlines.
- Perform other related duties and responsibilities as assigned.