

Job Title: Administrative Assistant
Reports To: CFO
Pay Type: Hourly
Effective Date: October 11, 2016

Job Purpose

Provides administrative support to the adjusting staff.

ARM works in the contiguous 48 states handling claims including, but not limited to auto physical damage, inland marine cargo, dealers' open lot, property damage (commercial and homeowners) and general liability.

Duties and Responsibilities

- Review all incoming emails to ARM
- Set up claim files in the ARM claims management database for adjusters to handle
- Back up the Receptionist daily on all inbound calls and handle reception duties in the absence of the Receptionist

Desired Skills/Expertise

- Ability to plan and exercise conscious control over the amount of time spent on specific activities
- Strong writing skills and proper use of grammar
- Experience in handling busy phones
- Strong computer skills including MS Office
- Accurate typing and data entry skills
- Positive attitude in all situations
- Must adhere to all company and department personnel policies and procedures
- Self-motivated individual capable of performing in a fast-paced environment
- Accepts and follows instructions from supervisor; seeks additional information as needed; works with minimal supervision
- This job description is not intended to be all-inclusive, and you will also perform other responsibilities as assigned by your immediate supervisor or other management as directed
- Duties may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing

Qualifications

Education and/or Experience

- High School Diploma or equivalent, some college preferred
- Superior Customer Relations experience

Computer Skills

Proficient in Microsoft Office products such as Word, Excel, Outlook, etc.

Certificates, Licenses, Registrations

None required

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.

Work requires the ability to lift/carry objects routinely as follows:

- Light Lifting: No lifting of objects weighing more than 10 pounds on occasion
- Work requires the ability to stoop, bend, reach and grab with arms and hands, manual dexterity
- Required to sit; use hands to finger, handle, or feel; and reach with hands and arms.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- Must be able to hear telephone conversations

Acknowledgment

I have received, reviewed and fully understand the job description for Administrative Assistant. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

- I am *able* to perform the job duties outlined above.
- I am *unable* to perform the job duties outlined above.

Employee Name

Date

Employee Signature