



JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer offering a hybrid work model allowing for the possibility of working three remote days per week.

Claims Representative Unclaimed Property Division

DUTIES:

- Review and examine submitted claim forms for all required information and supporting documents.
- Obtain clarification or request supporting documents from claimants when needed
- Review claims for any discrepancies on the claim form or supporting documentation.
- Determine if the claim is approved, denied or needs additional information from the claimant
- Consult with Senior Claim Representative or Claims Supervisor on complex claims and/or large dollar claims
- Create thorough and precise electronic and written records in Unclaimed Property database
- Advise, guide, and assist claimants via in-person, phone, and written business correspondence
- Research other sources of information as needed to verify the validity of a claim
- Run frequent searches within Accurant or other background databases to assist in verifying ownership
- Work in rotation with other Claims Representatives on specific and shared tasks including UPD mail and the claims proactive project
- Other duties as assigned

QUALIFICATIONS:

- College education preferred or equivalent job-related experience
- Strong ethics and personal integrity
- Ability to work efficiently under time and volume pressure
- Team player; also works well independently
- Excellent problem-solving skills
- Ability to prioritize
- Strong verbal and writing skills
- Strong customer service skills
- Detail-oriented
- Excellent time-management and self-discipline skills
- Computer savvy; fluency on Microsoft PC platform required
- Willingness to take direction
- Flexible, can-do attitude