



## Claims Assistant

FFVA Mutual Insurance Co. is a mono-line workers' compensation carrier, rated A- (Excellent) by A.M. Best. We insure a variety of businesses across ten states and are recruiting for an Underwriting Assistant to join the team in our Maitland, FL office.

FFVA Mutual employees enjoy a family-friendly and innovative work environment. We offer competitive compensation and superior benefits.

### Essential Functions:

- Set up initial file
- Make timely indemnity payments
- Frequent contact with employers, claimants, providers
- Maintain file diary; keep all files current according to company standards
- File all required State forms - complete EDI fields
- Handle files within company and State guidelines
- Complete all assignments and requests from adjuster
- Special projects as assigned by management
- Provide ongoing support to Adjusters on assigned claim files

### Knowledge & Experience Needed:

- General Workers' Compensation claims background required. Florida State claims handling experience preferred. Experience in other states in the Southeast a plus.
- Good communication skills; both oral and written
- Bilingual English/Spanish a plus
- Excellent phone etiquette
- Team player
- Excellent customer service skills with good rapport building with clients essential
- Detailed and accurate
- Ability to multi-task and handle multiple priorities
- Willing to pass exam to acquire State license

Interested candidates should contact: [humanresources@ffvamutual.com](mailto:humanresources@ffvamutual.com)