



Claims Support Associate – Notice of Injury

When you're part of our team, you're part of a family.

Relationships at work begin with hiring top people in our industry. We are seeking candidates interested in joining our Notice of Injury team. Success in this position requires the candidate be detailed driven and eager to learn, with a focus on providing great customer service to both our staff and external clients.

FFVA Mutual is a workers' compensation carrier, rated A- (Excellent) by A.M. Best, that insures a variety of businesses across all major industry groups in 10 states (AL, FL, GA, IN, KY, MS, NC, SC, TN, and VA). We offer a family-friendly atmosphere and strong employee benefits.

Essential Functions:

- Receive telephone call, fax or online Notice of Injury.
- Speak with employee, employer or Agent and follow computer prompts to enter State-specific information into system to initiate claim.
- Transmit claim information to Assistant Adjuster or Adjuster as specified by the nature of the claim and specific criteria, for further processing.
- Respond to No Record Mail as assigned. Research and identify claim relationship and enter data into system.
- Perform other departmental specific tasks including processing mail and medical reports, preparation of form letters, supporting receptionist and mailroom operations, issuing faxes and providing other support operations as assigned.

Requirements:

- General Workers' Compensation or claims background preferred.
- Good communication skills, both oral and written.
- Requires excellent phone etiquette along with the ability to be organized, detailed and accurate.
- Must have exceptional keyboard entry, good spelling and grammar skills.
- Able to handle multiple priorities.
- Team player; willing to help other staff and accept additional responsibilities as needed.

Interested candidates should contact: humanresources@ffvamutual.com.