

# Fairmont Farmers Mutual Insurance Company

## Job Description

**Job Title:** Receptionist/Loss Control Assistant  
**Reports To:** Operations Manager  
**FLSA Status:** Non Exempt  
**Original Date:** February 17, 2021  
**Revision Date:** February 17, 2021

### Position Purpose:

The employee in this position will be the company receptionist and responsible for administrative duties in the Loss Control Department. In this position, the employee is required to communicate effectively with appointed agents and customer service representatives employed by their agencies. The position also consists of data entry and correspondence for loss control and claims support services, following pre-determined company guidelines and procedures. The employee is to maintain consistent and professional handling of all tasks and duties assigned.

**NOTE:** This job description is to be reviewed no later than six month after date of hire to ensure it reflects actual work being performed by this employee.

### Job Duties and Responsibilities where cross training will occur:

#### Customer Service

- Greet and assist customers/agents and direct them to the appropriate person.
- Answer phones and assist or forward as needed.

#### Loss Control

- Become familiar with WRDS/E2Value Dashboard and all steps involved in processing inspection reports and preparing replacement cost estimators.
- Contact agents for missing documents related to cost estimators.

#### Claims Department

- Set up claims on the IMT Dashboard.
- Assist with answering agent questions.
  - Not to include discussing coverage with an agent or insured. Coverage questions should be forwarded to an adjuster or claims supervisor.
- Entering and processing claims payments on the Dashboard based on adjuster estimates.

#### Miscellaneous

- Additional duties may be assigned periodically.

## **Knowledge, Skills, and Abilities**

- Proficient and strong oral and written communications skills.
- Strong administrative skills.
- This position requires the individual to acquire and maintain a strong working knowledge of MS Excel, MS Word, IMT Processing System, and any other software utilized in this position.
- Demonstrate ability to work efficiently under conditions of multiple deadlines and changing priorities.
  - Produce a large volume of high-quality data with meticulous attention to detail.
- Ability to work harmoniously with co-workers including management, adjustors and inspectors, special investigations, underwriters, and finance. Interact with agents and policyholders in a tactful and courteous manner.

## **Working Conditions and Physical Efforts**

This position will normally be conducted in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines, etc. This job is largely a sedentary role. However, some limited bending and standing may be necessary.

*This job description is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of the business demands change, so too may the job duties and responsibilities.*

*This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.*

*A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.*

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

*As part of Fairmont Farmers Mutual Insurance Company's employment process, the successful candidate is required to satisfactorily complete a background and reference check.*