



Open Position: Customer Service Representative I

Location: Hybrid

Job Type: Full-Time

Starting Salary: \$51,800 - \$78,200

Massachusetts Property Insurance Underwriting Association is seeking a Customer Service Representative 1 to join our Claims Department. This position reports to the Claims Operations and Services Supervisor and has no supervisory responsibilities.

This position is responsible for the processing of claims, providing support to examiners, adjusters, agents, and customers on any and all claims' inquiries. This position also provides assistance to management and Claims Administration Unit within its designated limits of authority.

#### JOB REQUIREMENTS:

This position requires a high school diploma or equivalent. In addition, computer, word processing and other general office experience are necessary. Strong verbal and written communication skills are needed to communicate with colleagues, clients and/or vendors and an ability to express ideas and concepts clearly is required. Must have a willingness to work as part of a team, sharing information and learning from colleagues. Strong analytical skills and a high level of accuracy and attention to detail are crucial. Must be able to work independently, have computer proficiency, and maintain confidentiality. Basic knowledge of claims procedure is helpful, but not necessary.

#### RESPONSIBILITIES:

- Provide support to the Claims Operations and Services Supervisor as well as the Claims-CSR II and III.
- Service all MPIUA/RIJRA agents, insureds, and others through prompt, professional, and courteous service ensuring the highest level of satisfaction. Maintain a favorable public relations image.
- Service all MPIUA/RIJRA agents, insureds, and others as third parties through the Association's Immediate Coverage Program, via email, fax, mail, and in person at the front counter.
- Prompt processing of Claims received by correspondence, phone, fax, and WEB Portal.
- Maintain MPIUA/RIJRA claims workflow through expeditious and thorough resolution of customer problems.

- Accurate keying and processing of claim losses through the understanding of Infinity, ImageRight and XactAnalysis systems and procedures.
- Review correspondence received and forward to established workflow stakeholders.
- Organize work to ensure completion of items in order of priority.
- Prompt processing of claim report payments within designated limits of authority.
- Examine loss payments and other checks for accuracy prior to mailing.
- Maintains daily telephone contact with insured, agents and public adjusters pertaining to such things as status of claim.
- Based on authority levels assists management and staff adjusters with the routing of reports and status requests via email, fax, or phone.
- Provides support via telephone and email to adjusters, agents, brokers, and insureds.
- Assists Claims Operations and Services Supervisor by assisting CSR I team members in developing by sharing knowledge within their roles and authority levels.
- Responsible for the timely and accurate posting of claim documentation in the ImageRight system – both in the primary files and subfiles.
- All other duties and projects as assigned.

#### ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

To complete the essential functions of this position in a complete and timely fashion, the person must be able to:

- Sit and remain in a stationary position for 90% of their workday.
- Needs to occasionally move about the office to access documents, office machinery, interact with team members, attend meetings, etc.
- Operate a computer and other office productivity equipment as needed to meet the requirements of this position.
- Read and create both physical and electronic documents.
- Effectively communicate with employees, customers, vendors and other individuals both inside and outside the organization via a telephone, in writing and/or in person.
- Think analytically, concentrate on assigned tasks, observe and remember detail, and make decisions within assigned authority sufficient to meet the requirements of this position.
- Ability to travel as needed to meet the requirements of this position.

We offer an excellent benefits package, a matching 401(k) program, pension program, and we are conveniently located in Government Center.

For more information about Massachusetts Property Insurance, please visit our website at [www.mpiua.com](http://www.mpiua.com). Interested applicants should send resumes via e-mail.

We are an Equal Opportunity Employer. The Association will give fair and equal consideration to all applicants regardless of race, color, religion, sex, marital status, parental status, national origin, ancestry, sexual orientation, gender identity or expression, pregnancy or pregnancy-related conditions, military service, veteran status, age, disability, genetic information, natural or

protective hairstyle, prior psychiatric treatment, use of family and medical leave, or any other characteristic protected by relevant federal, state and local laws, except where a good faith occupational qualification applies.