



## Position Description

Position Details	
<b>Title</b>	Maintenance & Claims (M&C) Administrator
<b>Division</b>	Maintenance & Claims
<b>Leader</b>	Team Leader Maintenance and Claims
<b>Time Fraction</b>	Full time
<b>Term</b>	12 Month Contract
<b>Effective Date</b>	December 2018
<b>Benchmarking</b>	Admin - advanced
Position Overview	
The M&C Administrator provides operational and administrative support to the Maintenance & Claims division.	
Shared Responsibilities	
<b>DPM Values</b>	The incumbent will perform the duties of the role in line with organisational values: <b>Teamwork</b> / Collaborating as one <b>Accountability</b> / Owning our actions <b>Expertise</b> / Providing innovative solutions <b>Recognition</b> / Valuing our people and clients <b>Integrity</b> / Acting with honesty, fairness and respect <b>Passion</b> / Enjoying everything we do!
<b>Code of Conduct</b>	The responsibilities of this position are carried out in line with the behaviours and conduct that is defined in the DPM Code of Conduct.
<b>Service</b>	The incumbent will meet DPM's service standards.
Position Responsibilities	
<b>Maintenance (PIP &amp; Audit)</b>	<ul style="list-style-type: none"> <li>• Act as point of contact on Insurance phone line (PIP &amp; Audit Insurance), assisting with client queries as appropriate</li> <li>• Manage Insurance (PIP) email inbox, intranet templates and assignment templates</li> <li>• Set up new clients and proposed clients, and update changes as required</li> <li>• Coordinate daily incoming/outgoing mail, couriers (archive boxes) and assist with mail-outs</li> <li>• Prepare Direct Debit contracts for PIP/Audit Insurance and ensure system (Seed) is updated</li> <li>• Produce/review quotes as requested</li> <li>• Assist with all aspects of the annual renewals project</li> <li>• Prepare and issue completion documentation and manual renewals</li> <li>• Action relevant responsibilities with Memorandum of Transfers &amp; Bank Reconciliation etc.</li> <li>• Review/correct any monthly lapses in accordance with cancellation procedure</li> <li>• Process change of beneficiaries, cancellations, correspondence, receipts and invoices for clients</li> <li>• Follow up missed Direct Debit Instalments with relevant stakeholders</li> <li>• Process insurance payments and upload banking</li> <li>• Create journals and refunds for authorisation</li> <li>• Liaise with internal/external service providers as required</li> <li>• Provide details of premiums paid to internal stakeholders and clients upon request</li> <li>• Ensure data is accurately maintained for all client related information</li> <li>• Perform ad-hoc duties as requested by the Team Leader</li> <li>• Provide updates and reports (as required) to the Team Leader</li> <li>• Meet and adhere to DPM's service standards</li> </ul>
<b>Claims</b>	<ul style="list-style-type: none"> <li>• Manage/oversee DPM claims processes and ensure claims are actioned including:</li> </ul>

	<ul style="list-style-type: none"> <li>- Provide Claims Review Panel and relevant Consultants monthly updates on current/existing/new claims and identify potential problematic claims, determine eligibility and documents required to forward to insurer</li> <li>- Critically evaluate, and challenge if required, claim decisions made by insurance company</li> <li>- Provide details of premiums paid to internal employees and clients upon request</li> <li>- Review and calculate claimant's pre-disablement income</li> <li>- Review financials of all claimants yearly to ensure that their benefits are justified</li> <li>- Provide supportive customer service to claimants</li> <li>• Processing of Audit Insurance claims and ensuring appropriate stakeholders are kept informed</li> </ul>
<p><b>Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Contribute to the development of Standard Operating Procedures</li> <li>• Review and update standard letters and workflow systems as required</li> <li>• Review administration systems i.e. work practices, processes and procedures</li> </ul>
<p><b>Qualifications/Experience/Skills</b></p>	
<ul style="list-style-type: none"> <li>• Previous experience in a similar role</li> <li>• Excellent written and oral communication skills</li> <li>• Excellent time management, organisational and prioritisation skills</li> <li>• Strong problem solving and analytical skills with high attention to detail</li> <li>• Must have an excellent client service ethic and ability to work within a service orientated team environment</li> <li>• Sound computer literacy and IT aptitude – Microsoft Office essential (Word, Excel, Outlook)</li> <li>• Demonstrated ability to keep accurate records and produce accurate and timely reports</li> <li>• A sound understanding of the risk insurance processes and products</li> </ul>	