

Disbursement Specialist

Summary/Objective

Under general supervision, incumbent is accountable for processing various disbursements, policy changes, exchanges, conversions, etc. Applies funds to life and annuity certificates. Incumbent reviews incoming policy change requests to ascertain that request is within normal guidelines and exceptions are discussed with superior. Requires intermediate clerical skills including: keyboarding (50 wpm), 10 key (5000 ksp), filing, copying, scanning, faxing, proofreading, researching, etc., and intermediate knowledge of various software programs to include: Microsoft Word, Excel, PowerPoint and Outlook. This position requires resourcefulness, a professional demeanor, and the ability to juggle many tasks at once. Position requires knowledge of company products, the ability to interpret policy provisions, and knowledge of administrative practices relating to company procedures. Maintains workflow and quality control in accordance with established guidelines.

Essential Functions

- Mail life and annuity checks.
- Typing/data entry of life and annuity disbursement transactions, and typing various letters.
- Process beneficiary, owner, name and branch changes.
- Proofreading and auditing of disbursement transactions.
- Assist with member phone calls as they relate to disbursement transactions and unclaimed property.
- Verify general ledger accounts for movement of monies.
- Assist with retrieving files, finding files when missing, re-filing files, and filing correspondence.
- Preparing paperwork for file imaging.
- May assist other units in the Operation Department as needed.

Competencies

- Accountability
- Coachable
- Communication(Oral & Written)
- Computer Skills-Intermediate
- Customer Oriented/Service
- Job Knowledge
- Quality Output
- Team Mindset

Supervisory Responsibility

This position has no direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and fax machines.

Physical Demands

This is a largely sedentary role, must be able to remain in a stationary position at least 50% of the time. Filing, printing, faxing, scanning and copying is required; this requires the ability to move about the office and position self to access equipment and file cabinets, transport items (files, box of paper, etc.) weighing up to 20 lbs., and ascend/descend step ladder/stool as necessary. The position requires extended hours in front of a computer screen and operation of a computer and other office equipment such as a calculator, and copy machine. This position requires the ability to communicate and exchange accurate information via telephone and in person.

Hours of Work

This is a full-time position. Regular office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m., Friday, 8:00 a.m.

to 3:00 p.m. Occasional evening and weekend work may be required as job duties demand. This position requires face to face and in-person interaction and requires the incumbent to be in the office during regular office hours to access information kept on-site.

Travel

No travel is required for this position.

Required Education and Experience

- Some College or Insurance Certification or License
- Minimum two years related experience and one year experience within the insurance/financial industry
- LOMA Level 1 Certification (281 & 291), required as part of initial training plan

Preferred Education and Experience

- College or University Degree in related area
- Bilingual (English/Spanish)
- Minimum five years related experience and two years experience within the insurance/financial industry

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.