

## **INSURANCE CLERK I**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized clerical work involving responsibility for clerical processing and record-keeping in a municipal insurance department. The work is performed under the general supervision of a higher-level insurance clerk or administrator, and work guidance (e.g. lead work) may be provided to others. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Maintains a variety of insurance records (e.g. medical, dental, workers' compensation, casualty/property liability, etc.);  
Completes reports as required;  
Verifies information (e.g. eligibility for coverage, payments, property inventory records, etc.);  
Maintains files;  
Answers routine correspondence;  
Answers routine questions posed by visitors and callers;  
Operates common office machines (e.g. photocopier, calculator, fax, etc.)

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of insurance terminology, procedures and applicable recordkeeping procedures; good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; working knowledge of insurance principles; ability to understand and interpret written materials and oral instructions; ability to maintain records and files; ability to perform clerical functions.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and two (2) years of office clerical experience, at least one (1) year of which must have substantially involved work in the area of insurance.

**NOTE:** Incidental clerical work, such as a Receptionist, File Clerk, or comparable, in an insurance office shall not be considered qualifying specialized experience.