



Job Title: Records Clerk
Department: Workers' Compensation
Reports to: Workers' Compensation Claims Manager

Position Summary: This position is responsible for processing incoming documents and information by sorting, classifying, and coding material for integration into software systems or into storage. Answers general telephone calls and routes to the appropriate personnel, creates new claims in computer system as they come into the office, and provides general clerical office support.

Essential Functions:

- Prepares, scans, indexes, and verifies documents in the imaging system.
- Maintains records of incoming claim files to be scanned and ensures that all files are scanned, viewable and organized.
- Reproduces files, either in hard copy or in electronic format, for sending to a third party.
- Assists in sorting, coding, and distribution of incoming mail to appropriate party.
- Enters new claims into claims computer system and files the First Report of injury electronically with WCA.
- Gathers and organizes outgoing mail and prepares for distribution.
- Receives calls to assist external and internal inquiries.

Education and Experience:

- High School diploma or GED
- 1-3 years directly related experience

Required Skills and Abilities:

- Excellent customer service skills
- Organizational, time management, and multitasking skills required
- Follows through on commitments; is reliable, conscientious and dependable
- Troubleshoots issues and recommends solutions

Specialized Knowledge, Licenses, etc.:

- Proficient with MS Office (Word, Excel, Outlook)
- Experience with phone, scanning and software with ability to maneuver through basic computer-based applications
- Familiar with .pdf and .tiff file formats

Values and Mission:

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

Positive Attitude:

Develops and maintains positive working relationships with team members, customers, co-workers, and management by demonstrating effective communication and collaborative skills.

Working Conditions:

- **Integrion Group** maintains general office conditions with moderate physical demands.
- Employees of **Integrion Group** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **Integrion Group** maintains a drug-free environment. Successful candidates are drug-tested prior to employment as well as upon a work-related accident.
- Employees have exposure to video display terminal (VDT) screens.