



## Office and Sales Administrator

**Department:** Claims- ClaimCor

**Reports to:** Director, ClaimCor LLC

**Position Summary:** The Office & Sales Administrator will organize and coordinate office administration, procedures and sales, to ensure operational effectiveness, efficiency and safety. Responsibilities include executing intra-office communication protocols, assisting with and performing administrative procedures, inventory control and task delegation. This position requires an energetic professional who is experienced in handling a wide range of sales, administrative and executive support related tasks and has the ability successfully work independently with little or no supervision. Candidate should be highly organized, flexible and must enjoy the administrative challenges of supporting an office of diverse people.

### Essential Functions:

- Inbound call management, including documentation and reporting calls within a claim system.
- Phone and communications system oversight.
- Assist in meeting new business lead production goals and objectives as established.
- Identify new business via social media, telephone, networking, and other lead sources.
- Receive and file all Operational and Onboarding Documents from new carriers and adjusters.
- Monitor and assist in updating all rosters and active licenses.
- Respond to all inquiries, status requests, and contact requests within a specified timeframe.
- Inventory and manage all shipping logistics and document security.
- Other duties as assigned by Management.
- Marketing functions as assigned by Management.
- Uphold the highest integrity standards and demonstrate professionalism in all communication.

### Skills:

- Exceptional Interpersonal skills.
- Experience with computer and phones operations.
- Must be proficient in Microsoft Office, especially Excel.
- Acute attention to detail and presentation.
- Exceptional organizational, interpersonal, and communication skills.
- Initiative and ability to think logically, analytically and critically.
- Strong time-management proficiency and ability to work independently.
- Ability to multi-task while maintaining accuracy and due diligence in performance.
- Ability to listen, communicate and understand information and ideas presented through verbal and written communication.

**Competencies and/or Attributes**

- Customer and Client Focused
- Personable
- Able to work extended hours, including weekends as needed
- Accountability
- Performance Driven
- Empathy
- Problem Solving
- Adaptability

**Experience, Education, and Licensure Requirements**

- College degree/pursuing or professional designation strongly preferred
- Minimum 5 years office experience required.
- Previous Insurance Claims experience preferred
- Able to obtain 6-20 Claims Adjuster Licenses or equivalent in all states
- Previous Microsoft Office Suite experience required

**Physical Requirements**

- Able to lift a certain amount of weight
- Pack and ship multiple packages
- Operate an automobile, copier

**Location**

- Position is located in the Tampa Bay area.
- Hybrid of in office and remote working.