

# Kelley Ferraro <sup>LLP</sup>

---

## **Claims Processor- Settlements Department**

### **Summary**

As a Claims Processor, you will be responsible for assisting with the law firm's day-to-day operations, including carrying out administrative services and supporting the Settlements team. This position's ideal candidate has a strong work ethic, exceptional problem-solving skills, and is comfortable working in a fast-paced dynamic workplace. This is a full-time in office position.

### **Responsibilities**

- Maintain detailed and up-to-date records using our client management software
- Coordinate communication between the department to ensure client files are being processed timely
- Assist with filing and preparation of claims, releases, and affidavits
- Serve as a liaison between trusts and clients
- Manage large volume telephone calls from diverse clientele.

### **Qualifications**

- High school diploma or general education degree (GED) required.
- Associates or Bachelor's degree (preferred)
- At least 2 years of experience in an administrative role
- Must possess the ability to multi-task, prioritize, handle a fast-paced environment, and manage workload with a great attitude and minimal supervision.
- Highly organized with the ability to juggle multiple deadlines in an expeditious environment
- Proficient computer and database expertise with Microsoft Word, Excel, Outlook, and Access.
- Excellent time management skills with ability and to work collaboratively
- Well-organized and efficient with willingness to adapt to shifting priorities
- Previous job history in customer service, sales, or data entry (preferred)

### **Careers at Kelley & Ferraro**

Kelley & Ferraro, LLP was selected as one of Northeast Ohio's Top Workplaces in the small business category for three consecutive years as published in The Plain Dealer on June 16, 2019, June 28, 2020, and June 27, 2021. Our continued success relies on our ability to provide an inclusive, supportive, and motivating workplace where every employee has a role to play in the delivery of outstanding service to our clients. Therefore, we are always looking for passionate and dedicated individuals to join the Kelley & Ferraro, LLP team. If you believe you are an ideal candidate to work at our law firm, please send your resume to the firm's Administration Director, Ed Kelley at [ekelley@kelley-ferraro.com](mailto:ekelley@kelley-ferraro.com).

