

# RUTHERFORD COUNTY, TENNESSEE

## CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE:           INSURANCE COORDINATOR**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform administrative/secretarial work associated with providing administrative support and processing information/documentation relating to an assigned department/division. Duties and responsibilities include greeting visitors and answering telephone calls, providing customer service, preparing or processing various department documentation, coordinating meetings, maintaining department calendar, conducting research, compiling information and statistics, maintaining records, performing data entry, and performing tasks specific to assigned department/division. Reports to the Director of Insurance.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Provides secretarial/clerical support for the assigned department; processes a variety of documentation associated with department operations, within designated timeframes and per established procedures.

Acts as liaison with other departments/divisions, state/local agencies, professional individuals/groups, the public, or other individuals/agencies in matters pertaining to department programs or operations; coordinates communications and conveys information among division/department personnel.

Performs office management functions; supervises daily office operations, coordinates office activities, and assists with overall department functions; coordinates special projects as requested.

Provides direction, training, guidance and assistance to employees; coordinates projects and daily work activities; organizes, prioritizes, and assigns work; monitors status of work, inspects completed work, and troubleshoots problem situations.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.

Performs customer service functions; provides information/assistance regarding department services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions, complaints or requests for service; initiates problem resolution.

Processes purchasing documentation; reviews purchase requests for sufficient funding and for compliance with purchasing guidelines; prepares purchase orders; verifies completeness of information, proper authorization, and assignment to proper budgetary account.

Processes invoices for payment; matches invoices with statements or other backup documentation; verifies receipt of goods/services; reviews invoices for accuracy; makes applicable calculations and researches discrepancies; forwards invoices for payment.

## **Rutherford County, Tennessee • Insurance Coordinator**

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Processes work order requests; receives work order requests and routes requests to appropriate person; monitors status of outstanding work; maintains records.

Plans and coordinates arrangements for meetings of various boards, committees, or other groups/individuals; attends meetings as required; records and transcribes meeting minutes; prepares and distributes meeting notices, agendas, minutes, packets or other meeting materials; maintains records; coordinates scheduling and setup of meeting rooms up for various meetings/activities.

Gathers various information, data, reports, and/or files as requested; compiles statistical data relating to department programs or operations and makes applicable calculations; prepares/generates reports for submission to department managers and/or to outside agencies; maintains records.

Monitors inventory of department equipment, forms, or supplies; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Processes incoming/outgoing mail; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming packages; assembles materials for large mail-outs; prepares outgoing mail for pickup.

Types, drafts, prepares, or completes various forms, reports, correspondence, lists, purchase orders, budget documents, work orders, meeting minutes, legal notices, charts, graphs, or other documents.

Receives various forms, reports, correspondence, invoices, budget documents, timesheets, vacation/leave requests, inventory records, policies, procedures, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Assist in the development, distribution, receipt, tracking, and analysis of request for proposal processes.

Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, accounting, email, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains file system of department files/records; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Maintains library of books, publications, news articles, or other resource materials for use by department staff; maintains computerized reference database.

Conducts research functions as needed.

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or updating department manuals/documentation.

Maintains confidentiality of departmental documentation and issues.

## **ADDITIONAL FUNCTIONS**

Performs basic cleaning/housekeeping tasks associated with maintaining work area.

Provides assistance or backup coverage to other employees within the department as needed.

Performs other related duties as required.

Must have working knowledge of Microsoft office including the ability to develop excel spreadsheets and excel workbooks.

Must possess the ability to learn new computer systems within a reasonable period.

Must work well under pressure and have advanced conflict resolutions and communication skills.

## **MINIMUM QUALIFICATIONS**

Ideal candidate will have an Associate's Degree or higher in Business Administration or a high school diploma with a minimum of three (3) years prior experience involving secretarial work, office administration, basic bookkeeping, customer service, record management, personal computer operations, and training/experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of valid State of Tennessee Notary Public certification. Must possess and maintain a valid Tennessee driver's license.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

**ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

**PHYSICAL DEMANDS ANALYSIS**

**1. STANDING AND WALKING**

**Tasks:** looking for files, gathering and delivering mail

**Surface:** carpet/ concrete

**Estimated Total Hours:** 1 **Maximum Continuous Time:** 1

**2. SITTING**

**Tasks:** computer entry, answering phones, paying bills, ordering supplies

**Estimated Total Hours:** 6.5 **Maximum Continuous Time:** 8

**3. LIFTING/CARRYING**

**Objects:**

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs			X		
26-50 lbs					X
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

**4. PUSHING/PULLING**

**Objects:** carts (supplies, mail)

**Height of hands above floor during push:** waist high

**5. BENDING/SQUATTING/KNEELING**

**Tasks:** filing, copying

**Frequency:** daily

**REACHING**

**Tasks:** putting away supplies

**Hands Used:** RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Both	Weekly	30 minutes	< 10 lbs
21-36"	Both	Monthly	30 minutes	> 10 lbs

**7. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X

<b>Cold Temperatures</b>		X
<b>Sudden Changes in Temperature</b>		X
<b>Noise</b>	X	
<b>Fumes</b>		X
<b>Cramped Quarters</b>		X
<b>Cold Surfaces</b>		X
<b>Hot Surfaces</b>		X
<b>Sharp Edges</b>		X
<b>Vibration</b>		X
<b>Fluorescent Lighting</b>	X	
<b>Computer Monitor Screen Glare</b>	X	

<b>Inside Building</b>	<u>95</u> % of time
<b>Outside</b>	<u>5</u> % of time

**8. OTHER JOB DEMANDS**

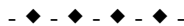
<b>Does Job Require</b>	<b>Yes</b>	<b>No</b>
<b>Crawling</b>		X
<b>Jumping</b>		X
<b>Lying on Back</b>		X
<b>Lying on Stomach</b>		X
<b>Twisting</b>		X
<b>Sweeping/Mopping</b>		X
<b>General Cleaning</b>		X
<b>Handling Trash</b>		X

**6. LIST TOOLS, EQUIPMENT AND MATERIALS USED**

General office equipment, water cooler, mail machine

**7. HAND USE**

<b>Type of Use</b>	<b>Yes</b>	<b>No</b>	<b>Frequency</b>
<b>Keystrokes</b>	X		All day
<b>Grasp</b>	X		All day
<b>Fine Motor i.e: writing, twisting hands or wrist, etc</b>	X		All day



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

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**Rutherford County, Tennessee • Insurance Coordinator**

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Employee's Signature

Supervisor's Signature

\_\_\_\_\_  
Date

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Date