



We're looking for a part-time **Claims Operations Specialist I** in Raleigh, NC

**Organization Information: North Carolina Insurance Guaranty Association (NCIGA)** a non-profit, unincorporated legal entity created to protect North Carolina insurance policyholders and claimants from severe financial losses and delays in claim payments due to the insolvency of a member property and casualty writing insurance carrier. The NCIGA is responsible for providing a mechanism for the payment of covered claims, assisting in the detection and prevention of insurer insolvencies, and providing an association to assess the cost of such protection among insurers. The NCIGA manages a large reserve volume based on claim inventory complexity.

**The Position:** We're looking for a part-time Claims Operations Specialist I

**Requirements:**

- Possesses excellent communication skills (written, verbal, listening, and interpersonal)
- Proficient at typing/keyboarding/data entry
- Ability to work both independently with minimal supervision and as a team member.
- Must be a self-starter.
- Ability to multi-task and prioritize to meet deadlines and deliverables.
- Analytical skills with strong attention to detail.
- Strong organizational skills
- Excellent customer service skills
- Proficient in Adobe Professional and the Microsoft Office Suite, particularly Word, Excel and Outlook
- Associate degree in a relevant field of study or an equivalent combination of education and experience preferred.
- Prior Property and Casualty Insurance Experience preferred.

**Responsibilities:**

This position provides essential operational support to a staff of professional, licensed insurance adjusters and managers, responsible for the timely and accurate handling of incoming mail, email, and phone inquiries. This position will request a variety of documents from external parties to assist staff in claims adjustment as well as prepare documents, checks and other correspondence for mailing. This position will be responsible for entering data, payments, and other information into the NCIGA claims system and other web-based systems. This position will provide back-up support to other staff members, and may include processing payments, follow up on outstanding medical bills, running reports to identify and correct errors and other projects as assigned.

**Why Should You Apply?**

- Competitive compensation
- 24 hour Flexible Work Week
- Hybrid Work Environment: 2 days per week in Raleigh office, 1 day remote
- Committed to Work/Life Balance for our employees

We look forward to hearing from you.

Please send your resume to:

[HR@NCRB.ORG](mailto:HR@NCRB.ORG)

*age, national origin, ethnicity, religious creed or belief, physical or mental disability, marital or familial status, legally protected medical condition, genetic information, military or veteran status, sex (including pregnancy, or related medical condition), gender (including gender identity and expression), sexual orientation, citizenship/alienage status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), arrest or conviction record, or any other status or protected characteristic protected by law. In addition, this Organization does not discriminate on the basis of physical or mental disability where the essential functions of the job, as reasonably accommodated, do not require such distinction.*

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