

## POSITION DESCRIPTION

Position:	<b>Project Administrator</b>
Department:	<b>Project Teams</b>
Reporting Manager:	<b>Jen McGinnis/Jen Andrzejczak</b>
Hours of Work:	<b>7:30 am – 4:30 pm (additional hours as required) On-Call Administration</b>

## POSITION SUMMARY

The Project Administrator is an extension of the Projects Teams, responsible for the execution of claims intake and assignment, accounting functions such as the issuing of Purchase Orders (POs) and final invoicing and the administration of compliance tasks. This position is a critical support role in the company and will be required to collaborate with all departments within the organization, work in a fast paced environment while maintaining a keen eye for detail.

One area of responsibility of the Project Administrator is supporting the Project Managers with the administration of their claims, including but not limited to the issues of POs to sub-trades and follow up on sub-trade invoices/reports, closing and final invoicing of files and maintaining the digital and physical job files.

Another area of responsibility is the management of compliance based actions within our Claims Managements Systems. This includes the entry of claims milestone dates within our 3<sup>rd</sup> party systems in accordance to Insurance Company Service Level Agreements (SLAs) and reflective of the claims current job status. This may also include the provision of claims documentation to the Insurance provider such as photos, sub-trade invoices or claims reports to support the scope of work & estimate.

The final area of responsibility will be the assignment & entry of all new received claims within our internal Claims Management System. This includes providing the initial courtesy call to the property owner and gathering basic claim information to provide to the assigned Project Manager.

## ROLES & RESPONSIBILITIES

### CLAIMS ADMINISTRATION FUNCTIONS

- Generation of a digital and physical job folder in accordance with company standards
- Submission and collection of customer Work Authorizations (WA) & deductible payments
- Generation and submission of sub-trade POs and the timely follow up (within 3 business days) on the collection of sub-trade invoices/quotes
- Appropriate filling of job documentation into the physical & digital folders including but not limited to, WAs, POs, Invoices & Reports

- Final invoicing of files, including reconciliation of all jobs costs and POs, completion of the invoicing checklists with the assigned tasks and submission of the invoice request to management for approval
- Completion of monthly Production Reports and adherence to billings forecasted targets

## **COMPLIANCE**

- Daily monitoring of job status in DASH and all 3<sup>rd</sup> party systems, with respect to Job Start & Completion Dates entry
- Acknowledgment of Adjuster XA/Claims connect notes and support the PM with the completion and/or response to Adjusters requests
- Compile Customer Survey Data

## **CLAIMS ASSIGNMENT & INTAKE**

- Monitors all in-bound claims assignments (Xactimate, Claims Connect or PM direct) and assignment of a Project Manager
- Execution of the initial customer call for all new claims assignments and the completion of the claims call sheet
- Entry of new claims into our Claims Management Systems and entry of assignment dates for Customer Contacted and Site Inspected
- Part of the after hours On Call Administrator rotation

## **RECEPTION**

- Answer all in-bound calls and transfer them to the appropriate staff member for resolution if they are unable to provide assistance to the caller
- Opening & closing of the front office
- Welcome on-site visitors, determines the nature of their business and announcing visitors to the appropriate personnel
- Check & sign for deliveries and arrange courier services
- Take customer payments
- Sort & receives incoming & outgoing mail
- Check fax machine and distribute faxes
- Keep a record of visitors signing in and out of the building