

Job title: Claims Specialist

Department: Production

FLSA status: Non-Exempt, Fulltime

Reports to: Quality Manager

Position summary: The Claims Specialist is responsible for maintaining and processing all claims and charge backs to vendors from HYSCO or HYSCO customers. This role supports the need to maintain customer satisfaction and financial accountability with vendors and insurance companies. The Claims Specialist will work within a cross functional team under the supervision of the Quality Manager.

General purpose: The Quality Specialist supports quality goals and department initiatives to support the company in its goals to provide quality products and service to its customers and other business associates.

Role qualifications:

- A High School Diploma or GED Required
- A Bachelor Degree preferred
- One to two years of Quality experience in a manufacturing environment preferred
- Experience working in automotive industry preferred

Position responsibilities:

- Assisting with the day-to-day efficient operation of the company.
- Initiate all claims processing by contacting vendors and or insurance companies
- Coordinate the pick-up of claimed materials with vendors and or insurance companies
- Understanding complex quality guidelines regarding materials and manufacturing processes
- Coordinate processing times with vendors to review materials and maintain locations for claimed materials
- Process appropriate paperwork through Quality, Procurement and Sales Departments as required
- Operate equipment and tools needed in the role to verify and check quality standards
- Work with HYSCO Team Members to ensure we get the proper response and resolution to claims.
- Maintain all rust claims and ensure they are reviewed by all vendors and insurance carriers before they are 90 days old from delivery to HYSCO
- Correspond with Customers and Suppliers as needed
- Partner with production and other departments to help resolve technical issues and implement corrective action
- Prepare reports as needed
- Verify inventories as needed
- Attend and participate in Department and Company meetings
- Interface the SAP database and maintain accurate and up to date information within the system

Essential skills and experience:

- Effective oral and written communication skills.
- Excellent interpersonal skills.
- Able to exhibit a high level of confidentiality.
- Must be able to identify and resolve problems in a timely manner.
- Must be able to gather and analyze information skillfully.

Job title: Claims Specialist

Department: Production

FLSA status: Non-Exempt, Fulltime

Reports to: Quality Manager

Nonessential skills and experience:

- Skills in database management and record keeping
- Ability to multi-task
- Ability to work independently
- Excellent organizational skills.
- Excellent computer skills in a Microsoft Windows environment. Must include Excel and demonstrated skills in database management and record keeping.

Reporting to this position: None

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that must be met by a Team member to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** The employee is often required to sit and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.
- **Work environment:** While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate.

General sign-off: The Team Member is expected to adhere to all company policies.

I have read and understand this explanation and job description.

Signature:

Date:
