

Records Clerk

Tracking Code

137285-555

Job Description

Position Objective: This position is responsible for the maintenance and storage of insurance quote and policy files and for the quality and timeliness of work for customer transactions.

Key Responsibilities:

- Receives and responds to basic customer requests for the transfer of policy files to and from the file room in an accurate, timely and courteous manner with minimal guidance and supervision.
- Initiates the workflow process for new business, renewal, endorsement and cancellation transactions timely and accurately.
- Accurately manages, maintains and stores insurance quote and policy files.
- Uses appropriate desk management skills to manage workflow.
- Anticipates and identifies problems and to recommends ways to improve team efficiency and overall customer satisfaction.
- Keeps manager informed verbally and in writing of activities and problems within assigned area of responsibility; refers matters beyond limits of authority and expertise to manager for direction.
- Performs other related duties as required or requested.

Required Skills

Qualifications:

- High school diploma or equivalent
- General office knowledge, including good filing skills.
- Must be able to lift 50 pounds.

Job Location

Honolulu, HI, US.

Position Type

Full-Time/Regular