



COMMONWEALTH OF PENNSYLVANIA

TREASURY DEPARTMENT

Job Posting – Claims Examiner I

Class Title: Claims Examiner I
(Three Vacancies)
Class Code: T6050
Office: Bureau of Unclaimed
Pay Range: Property 4 - \$36,245
Work Hours: 8:30AM – 5:00PM
Work Location: Harrisburg/Scranton, PA

THE POSITION

This position reviews and recommends unclaimed property claims for payment.

An employee in this class is performing technical work in the review of unclaimed property claims for ownership and entitlement. Claims examination work involves reviewing documents submitted by claimants to support their claim, making a determination on the validity of the documents, and determining whether the claimant has sufficiently established ownership and entitlement to the unclaimed funds. Claims examiners make these decisions in accordance with the written policies and procedures in the bureau's claims manual.

Claims examiners review claims submitted through Treasury's Internet site or generated by the customer service or research departments. Their work is reviewed by the claims supervisor or manager and is further reviewed by the bureau's quality control unit.

DESCRIPTION OF WORK

- Reviews documents submitted by claimant to prove ownership and entitlement of unclaimed property.
- Determines if the documents provided satisfy the requirements set forth in the bureau's claims manual.
- Contacts the claimant if additional documentation is required or if clarification is needed to process the claim.
- Contacts the company that reported the property if additional information or clarification is required to process the claim.
- Examines documents submitted by claimant for validity.
- Reviews any research that was done on the claim prior to its generation.
- Answers customer service calls.
- Records all actions on claims into database.

The Pennsylvania Treasury Department is proud to be an Equal Opportunity Employer and is committed to strengthening diversity & inclusion within our agency.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to navigate and interpret information on computer databases.
- Ability to learn and comprehend the PA Probate Code (as applied to unclaimed property) for claims involving Estates or individuals who died In Testate.
- Ability to learn and comprehend PA's Disposition of Abandoned and Unclaimed Property Act (DAUPA) and PA Decedent Code as it relates to payment of claims.
- Ability to understand basic concepts of joint tenancy laws, tenants in common, and tenants with rights of survivorship.
- Ability to utilize an interpret sources used for independent verification, including, but not limited to: PennDOT Driver's License records, Department of Revenue Personal Income Tax and Inheritance Tax records, Department of State Corporation Bureau, LexisNexis, Social Security Death Index, Capital Changes History, Xcitek and other Internet sources.
- Ability to comprehend corporate merger documents, sales and acquisition agreements, distribution of assets, divorce decrees, wills, and trust agreements to determine appropriate disposition of the unclaimed property.
- Ability to effectively communicate, orally and in writing, with claimants and corporate contacts.
- Ability to multi-task between customer service and claims work.
- Ability to manage a caseload of claims and work within time constraints.
- Ability to apply interviewing techniques used to gather information for examining claims and preparing determinations on claims validity.
- Knowledge of modern office practices, procedures and equipment.
- Skilled in utilizing a keyboard to enter and retrieve data from a personal computer.

MINIMUM EXPERIENCE AND TRAINING

Three years of experience in general office work;

or

An equivalent combination of experience and training.

The Pennsylvania Treasury Department is proud to be an Equal Opportunity Employer and is committed to strengthening diversity & inclusion within our agency.