



COMMONWEALTH OF PENNSYLVANIA

TREASURY DEPARTMENT

Job Posting – Claims Manager

The Pennsylvania Treasury Department is looking for two dedicated individuals who are interested in a rewarding career in government service, where you serve others and the greater public good every day. The Bureau of Unclaimed Property Claims Managers will focus primarily on providing support to the Claims Division employees by managing performance including the oversight of the daily approval of claim payments and customer service on the Unclaimed Property Call Center.

TREASURY DEPARTMENT OVERVIEW

The Pennsylvania Treasury Department is an independent agency led by the elected State Treasurer and one of the largest state treasuries in the country, serving as custodian of more than \$150 billion. Treasury plays a critical role in state government operations, acting as the custodian, investor, and disbursing of funds for nearly all state agencies. Treasury also offers a wide range of programs and services to Pennsylvania families, including the PA 529 College and Career Savings Program; the PA ABLE Savings Program for people with disabilities; and our work to return more than \$4 billion of Unclaimed Property to its rightful owners.

DESCRIPTION OF WORK

- Assists in overseeing daily operations of the Claims & Customer Service division by supporting front line staff.
- Monitors the workflow of claims, phone coverage, assigning work to examiners, monitoring production and performing higher-level review of claim payments.
- Makes recommendations to supervisor for policy and procedural updates.
- Provides support to claimants that require elevated assistance due to technicality, complexity or special circumstances.
- Reviews the work of staff and recommends claims for payment.
- Oversees employee performance and provides training, assistance, and support.
- Reviews claims and approves at highest Claims approval level.
- Serves as the backup responsible for importing web-initiated claims.
- Reviews requests for employee leave and other related issues in accordance with Treasury's Policy & Procedure Manual.
- Elevates issues to supervisor as needed.
- Performs related work as required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of supervisory principles, practices, and techniques.
- Knowledge of federal and state laws and regulations specific to their operations.
- Ability to effectively communicate verbally and in writing with a wide variety of audiences
- Ability to oversee staff's performance is productive and in accordance with established policy.
- Ability to multitask.
- Ability to align and manage staff that meet the goals and objectives of the Department.
- Ability to interpret and apply legislation, policies, and procedures.

MINIMUM EXPERIENCE AND TRAINING

At least two years of progressively responsible experience pertinent to the position and a bachelor's degree; or

Any equivalent combination of experience and training.

WORK SCHEDULE AND ADDITIONAL INFORMATION

Full-time employment: 37.5 hours

Work hours: 8:00AM – 4:30PM or 8:30AM – 5:00PM

Starting Salary: \$55,061

Location: This position is headquartered in Harrisburg or Scranton. You will have the opportunity to work from home (telework) up to 2 days a week. Management may discontinue the telework arrangement at any time, for any reason. In order to telework, you must have a securely configured high-speed internet connection. You will be required to report to the headquarters office in Harrisburg when needed. If you are unable to telework, you will report to your assigned headquarters office in Harrisburg or Scranton. The location where you perform your telework must be located within the Commonwealth of Pennsylvania.

In addition to the base salary, Treasury offers an attractive benefits package. Benefits include multiple medical plan options; supplemental benefits including prescription, dental and vision insurance plans; retirement plan; optional deferred compensation plan; group life insurance; voluntary insurance programs; and paid leave benefits including vacation, sick and parental.

A perpetual institution, Treasury is proud to engender and facilitate an environment that fosters the personal development, intellectual enrichment, and professional advancement of its employees. Treasury is also committed to creating a diverse and inclusive environment and is an equal opportunity employer. All qualified applicants will receive due consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

CONTACT INFORMATION

For immediate consideration, please submit a resume by May 24, 2023, to: Pennsylvania Treasury Department at hr@patreasury.gov. Questions may be directed to Human Resources at 717-787-5979.

For more information about Treasury, visit www.patreasury.gov

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