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| JOB DESCRIPTION | | |
| Job Code: | **Job Title:** Executive- Claims (Operations) | **Band:** 5 |
| **Reporting To:** AM – Claims | **Incumbent:** | **Department:** Operations |
| **Supervising:** None | **JD defined on:** | **Location:** Gurgaon |

**JOB SUMMARY:**

* + Management of SIC’s, suspense account clearance, post death benefits, periodic reconciliation of death benefits paid, death marking and UAT during IT releases.

##### KEY RESPONSIBILITIES:

* Ensure that all claims are settled with adequate claim amount as per policy T&C.
* Management of SIC process End to End which includes – monitoring, identification of new SIC’s, closure of issues highlighted.
* Clearance of all the suspense accounts periodically
* Death marking within specified timelines and dashboard circulation.
* Timely payout of post death benefits and reconciliation as well.
* Full support in UAT during IT releases and BR writing.

**MEASURES OF SUCCESS:**

* Accuracy and Quality of reconciliations.
* Adherence of timelines in performing assigned tasks.
* Ensuring no outage in SIC and no discrepancies in recon done.
* Reviews with Supervisor

**OTHER RESPONSIBILITIES:**

* Maintenance / monitoring of defect checklist
* Ensure acceptable Audit & Compliance Ratings
* Support Activities including audits and projects.
* Process Improvement Initiatives

## JOB REQUIREMENTS

**MINIMUM EDUCATION:**

* Graduate from any stream. Should have good knowledge of Ingenium and hands on IT systems.

**MINIMUM EXPERIENCE:**

* One to Two years in Insurance sector preferably in Claims or IT