

**NORTHERN INDIANA PUBLIC SERVICE COMPANY****Job Description****Claims Representative****Entire Company****Facility Damage Recovery Department****A. Duties:**

Under general supervision, perform clerical and technical support duties for the Facility Damage Recovery (Claims) Departments throughout NIPSCO Territories.

Perform duties such as:

1. Processing of damage claims, including reviewing damage packet for accurate information, entering data into billing system, calculating bill, and bill damage claims.
2. Processing financials
  - A. Incoming – Entering payments of claims into database, forwarding of payments to Central Cash Department for processing with financial reports, verifying cash processing accuracy, correction of improperly credited payments through cash transfers and adjustments.
  - B. Outgoing – Type Voucher Requisitions and remit as necessary. Enter information into the database.
3. Billing of Claims, verification of Damage Claim Job orders submitted prior to billing, preparation of billing statement and supporting correspondence, verifying, and entering information into CIS and approval of billing in CIS.
4. Issue demand letters related to facility damages.
5. Preparation of correspondence relative to any facility damage claim matters.
6. Research and obtain police reports from State database.
7. Create reports in database as needed. Compile data, as required, relative to monies received and disbursed, status of facility damage claim matters, and information for LOA's.
8. Maintain accurate claim files, general files, and archived files, both electronic and hard copy. Identify and arrange for archived materials to be destroyed.
9. Utilize work management system, CIS damage billing information and software systems, as well as any new software or databases introduced to manage claims.
10. Inbound and outbound communications related to facility damage claims.
11. Refer facility damage claims to external attorneys and collection agencies.
12. Create and maintain collection activity spreadsheets and reports related to facility damage claim matters.

13. Help identify and develop continuous improvement opportunities for the Facility Damage Recovery group.
14. Perform miscellaneous clerical functions such as typing and filing, opening and distributing mail, maintaining and ordering stationery supplies.
15. Receive and relay messages.
16. Perform duties in accordance with the Company's procedures, practices, and safety rules.
17. Report irregularities and abnormal conditions.
18. Direct the work of employees assigned to assist.
19. Assist in the training of other employees.
20. Perform similar or less skilled work in this classification or, when the diversity of the workload requires, perform similar or less skilled work in equal or lower classifications.

B. Qualifications:

Meet the Company's requirements as to General Qualifications, and meet the following:

1. High school education or the equivalent.
2. PC Software proficiency, i.e., Microsoft Word, Excel, Access, Power Point, Internet, and other systems as introduced through technology.
3. Have ability to operate a computer, adding machine, calculator and reproduction and facsimile equipment.
4. Have the ability to deal with both external and internal customers in an intelligent, tactful, and courteous manner.

ADDENDUM

It is understood by the Company and Bargaining Unit that this position carries a negotiated rate of Labor Grade 11 with five (5) steps as described in Schedule A.

Approved by the Company and Union  
November 14, 2023

Job # 2118