



**Insurance Commission
of Western Australia**

Title	Insurance Claims Support Officer	Classification	Level 1/2
Number	Generic	Group	Insurance Operations
Reports to	Various	Division	Various
Supervises	0	Section	

Commission Overview

The Insurance Commission of Western Australia (ICWA) is a Government Trading Enterprise that provides Motor Injury Insurance to Western Australian motorists and manages the RiskCover Fund, the self insurance arrangements of the Western Australian Government. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Position Overview

The Insurance Claims Support Officer provides general claims and business support across key business units. It undertakes training in Division specific responsibilities and provides backfill during periods of staff leave.

Position Responsibilities

Provides claims management and crash reporting support including:

- Assisting the claims management and crash reporting processes in accordance with established guidelines, procedures and policies.
- Maintaining records and databases.
- Responding to routine enquiries and requests for information.
- Administering a portfolio of low value personal injury claims.
- Assisting in obtaining and entering motor vehicle crash data.
- Liaising with and providing advice to injured parties.
- Gathering necessary information to enable a determination of liability.

Provides business support services including:

- Data entry of service provider accounts.
 - Assisting in the preparation, sorting, batching, referencing and scanning of documents, ensuring compliance with Insurance Commission standards.
 - Undertaking records management functions including maintaining accurate offsite storage and retrieval records.
 - Distributing and collecting documents, forms and mail.
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Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
 - Ensures all correspondence is to a professional standard consistent with the style guide.
 - Performs other duties as directed.
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Work Related Requirements

Capability to:

1. Work with a customer service focus.
 2. Work as part of a team.
 3. Communicate effectively.
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Pre-employment requirements

- A satisfactory National Police Clearance no more than six months old
 - 100 point identify check
 - Satisfactory evidence of Australian residency status or the right to work in Australia
 - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
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Award/Agreement

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2017

Certification

Approved by the delegated authority and registered on:

11 May 2018