



**Job Title:** Administrative Services Representative  
**Department:** Administration  
**Reports to:** VP of Human Resources and Administration

**Position Summary:**

Works as a member of the Administration team in a fast-paced and high-volume environment. Processes documents and information by sorting, classifying, coding and entering data for integration into software systems. Provides customer service for claimants, medical providers, and employers.

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**Essential Functions:**

- Sorting, scanning, classifying, coding and data entry of incoming documents and information for integration into software systems.
- Provides quality assurance for all documents scanned.
- High volume printing including policies, statements and other reports for mailing to insureds, agents and other parties.
- Sorts in-coming mail and packages and delivers to appropriate departments.
- Serves as a back-up for the receptionist to include answering phones, greeting visitors, and providing accurate information.
- Addresses facilities issues and coordinates appropriate action.
- Coordinates meeting room set-up.

**Job Qualifications**

**Education:** High School diploma or equivalent

**Experience:** 2 years of general office experience

**Required Skills/Abilities:**

- Excellent customer service skills



- Strong verbal and written communication skills with ability to effectively communicate professionally with stakeholders
- Ability to organize and prioritize work
- Operate effectively in a team environment
- Ability to meet deadlines and respond well to direction
- Intermediate computer skills and ability to learn new computer applications
- Follow-through on commitments; is reliable, conscientious and dependable
- Troubleshoots anticipated issues and recommends

#### **Demonstrated Proficiency:**

- MS Office (Word, Outlook, Excel)
- Spanish speaking preferred; not required

#### **Values and Mission:**

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

#### **Positive Attitude:**

Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.

#### **Working Conditions:**

- **NEW MEXICO MUTUAL** maintains general office conditions with moderate physical demands. May be required to lift up to 15 lbs.
- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment; drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens.