

Job Title: Premium Audit Associate
Department: Premium Audit
Reports to: Premium Audit Manager

Position Summary:

The Premium Audit Associate will conduct voluntary audits and review physical audits in addition to providing technical help and guidance to our stakeholders including Agents, Insureds, and other company personnel. Key concepts include learning how to gather and review information, apply National Council on Compensation Insurance Rules and Classifications, and understanding how the final audit exposures were developed and the effect of these results on final premium billings. The Premium Audit Associate will be exposed to and perform all functions within the department including answering phone calls and/or emails, handling correspondence, processing voluntary audits, reviewing physical audits, and entering premium reports into the policy system.

Essential Functions:

- Responsible for reviewing physical final audits from internal and external premium auditors for proper class codes, payroll accuracy, application of National Council on Compensation Insurance Rules, and New Mexico Mutual's best practices.
- Responsible for conducting final audits on smaller premium and/or less complex accounts assigned as Voluntary audits by comparing information on audit work papers against policy provisions and by analyzing various payroll records to ensure accuracy of final audit billings.
- Analyze and conclude disputed audit inquiries from policyholders and agents.
- Utilize exceptional organization skills to prioritize and process assignments by age, size, and type of audit.
- Demonstrate ability to apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions.
- Provide excellent customer service to assist Insureds, Agents, Underwriters, Marketing, Claims, and other service personnel in understanding the audit process through explanation of audit procedures.
- Upload audit documents into the Nexus Audit system and/or the OnBase Imaging system including flagging audit correspondence to the appropriate team member.
- Ability to work independently but seek guidance to resolve issues or unusual circumstances.
- Enter premium reports into the policy system.
- Performs other duties as assigned.

Job Qualifications

Education:

High school diploma or equivalency. Some secondary education in accounting or business administration is preferred.

Experience:

Two years of experience in office administration or insurance customer service representation. Prior experience with premium audit reviews or prior premium auditing experience is preferred.

Required Skills/Abilities:

- Attention to detail and accuracy.
- Strong analytical and problem-solving skills.
- Math skills for performing calculations on data such as payroll, premiums and audit transactions.
- Strong written and verbal skills with ability to clearly communicate premium audit findings or results.
- Organization skills are a must including time management and ability to prioritize work.
- Strong sense of urgency to complete tasks in a timely manner.
- Proven ability to build and maintain positive working relationships internally and externally.
- Ability to conduct business professionally and positively, including acceptance of direction and feedback.
- Ability to maintain composure during difficult or challenging situations.

Specialized Knowledge, Licenses, etc.:

- Microsoft Office (Word, Excel, PowerPoint, Outlook)

Values and Mission:

Adheres to 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 light physical demands. May be required to lift up to 10-15 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.