



COMMONWEALTH OF PENNSYLVANIA

TREASURY DEPARTMENT

Job Posting – Claims Examiner I

The Pennsylvania Treasury Department is looking for a dedicated individual who is interested in a rewarding career in government service, where you serve others and the greater public good every day. As a Claims Examiner, you will provide customer service and perform technical work in the review of unclaimed property claims for ownership and entitlement.

TREASURY DEPARTMENT OVERVIEW

The Pennsylvania Treasury Department is an independently elected office of state government led by the State Treasurer who serves as the department's chief executive and as one of the largest state treasuries in the United States, it employs over 300 people and serves as custodian of more than \$150 Billion. As Pennsylvania's bank, Treasury plays a critical role in state government operations and acts as the custodian, investor, and disbursing officer of the funds of nearly all state agencies. Treasury also offers a wide range of programs and services to Pennsylvania families, such as helping to make college possible with the PA 529 College and Career Savings Programs; returning abandoned and unclaimed property to its rightful owner or heir; offering individuals a tax-free way to save for disability-related expenses with the PA ABLE Savings Program and providing a head start to education savings with the Keystone Scholars Program.

DESCRIPTION OF WORK

- Reviews documents submitted by claimant to prove ownership and entitlement of unclaimed property.
- Determines if the documents provided satisfy the requirements set forth in the bureau's claims manual.
- Contacts the claimant if additional documentation is required or if clarification is needed to process the claim.
- Contacts the company that reported the property if additional information or clarification is required to process the claim.
- Examines documents submitted by claimant for validity.
- Reviews any research that was done on the claim prior to its generation.
- Answers customer service calls.
- Records all actions on claims into database.

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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to navigate and interpret information on computer databases.
- Ability to learn and comprehend the PA Probate Code (as applied to unclaimed property) for claims involving Estates or individuals who died In Testate.
- Ability to learn and comprehend PA's Disposition of Abandoned and Unclaimed Property Act (DAUPA) and PA Decedent Code as it relates to payment of claims.
- Ability to understand basic concepts of joint tenancy laws, tenants in common, and tenants with rights of survivorship.
- Ability to utilize an interpret sources used for independent verification, including, but not limited to: PennDOT Driver's License records, Department of Revenue Personal Income Tax and Inheritance Tax records, Department of State Corporation Bureau, LexisNexis, Social Security Death Index, Capital Changes History, Xcitek and other Internet sources.
- Ability to comprehend corporate merger documents, sales and acquisition agreements, distribution of assets, divorce decrees, wills, and trust agreements to determine appropriate disposition of the unclaimed property.
- Ability to effectively communicate, orally and in writing, with claimants and corporate contacts.
- Ability to multi-task between customer service and claims work.
- Ability to manage a caseload of claims and work within time constraints.
- Ability to apply interviewing techniques used to gather information for examining claims and preparing determinations on claims validity.
- Knowledge of modern office practices, procedures and equipment.
- Skilled in utilizing a keyboard to enter and retrieve data from a personal computer.

MINIMUM EXPERIENCE AND TRAINING

Three years of experience in general office work;

or

An equivalent combination of experience and training.

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WORK SCHEDULE AND ADDITIONAL INFORMATION

Full-time employment: 37.5 hours

Work hours: 8:30AM-5:00PM

Starting Salary: \$37,144.00

Class Code: T6050

This posting is for two open positions.

Location: This position may be headquartered in Harrisburg, Scranton or Philadelphia. You will have the opportunity to work from home (telework) up to 2 days a week. Management may discontinue the telework arrangement at any time, for any reason. In order to telework, you must have a securely configured high-speed internet connection. You will be required to report to the headquarters office in Harrisburg when needed. If you are unable to telework, you will report daily to the headquarters office in Harrisburg.

In addition to the base salary, Treasury offers an attractive benefits package. Benefits include multiple medical plan options; supplemental benefits including prescription, dental and vision insurance plans; retirement plan; optional deferred compensation plan; group life insurance; voluntary insurance programs; and paid leave benefits including vacation, sick and parental.

A perpetual institution, Treasury is proud to engender and facilitate an environment that fosters the personal development, intellectual enrichment, and professional advancement of its employees. Treasury is also committed to creating a diverse and inclusive environment and is an equal opportunity employer. All qualified applicants will receive due consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

CONTACT INFORMATION

For immediate consideration, please submit a resume by September 16, 2022, to: Pennsylvania Treasury Department at hr@patreasury.gov. Questions may be directed to Human Resources at 717-787-5979.

For more information about Treasury, visit www.patreasury.gov.

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