



Billing Specialist
Cincinnati, OH



THE CORE SPECIALTY ADVANTAGE

Core Specialty offers a diversified range of property and casualty insurance products for small to mid-sized businesses. From underwriting offices spanning the U.S., the Company focuses on niche markets, local distribution, and superior underwriting knowledge, offering traditional as well as innovative insurance solutions to meet the needs of its customers and brokers. Core Specialty is an insurance holding company operating through StarStone Specialty Insurance Company, a U.S. excess and surplus lines insurer, and StarStone National Insurance Company, a U.S. admitted markets insurer. The Company is rated A- (Excellent) by AM Best.

CONTACT US

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CORE SPECIALTY

Essential Duties and Responsibilities: (Position based in Cincinnati, OH)

Responsible for billing and processing of premium receipts, refunds, and commissions. Works with information services, brokers, agents, and internal/external customers to resolve issues.

Key Accountabilities/Deliverables:

- Posts premium payments, researches, and examines payments received with incomplete documentation, and allocates payments to multiple policies, if appropriate
- Interacts with customers, brokers, agents, and other departments via e-mail and/or billing support phone line. Researches and responds to inquiries related to premium payments, credits, and refunds
- Review, research, and resolve any brokerage/agency commission differences
- Maintains the StarStone US Customer Service, Return Premium and Billing mailboxes, referring e-mails to other departments, as necessary
- Identify and promptly report any Billing or system issues to the appropriate area(s) (I.S., Underwriting, etc.) for premium adjustments
- In addition to the above key responsibilities, may be required to undertake other duties from time to time as the Company may reasonably require

Experience:

- High school diploma or equivalent required, Associate degree in Accounting or Finance preferred
- 2 years' billing, A/R, bookkeeping, or call center experience
- Knowledge and proven ability in billing and/or collections
- Ability to observe and apply complicated rules, regulations, and laws to procedures performed, with knowledge of underwriting rules, regulations, and laws, preferred
- Effective customer service and organizational skills
- Exercises good judgment
- Basic Microsoft Office skills with intermediate Excel Advanced Excel skills including pivot tables and complex formulas

At Core Specialty we believe that our employees are our most important asset. Helping our employees and their families achieve and maintain good health – physical, emotional, and financial – is the reason Core Specialty offers extremely rich and affordable benefits including, but not limited to medical, dental, vision, and life insurances; short and long-term

disability; a Company-match of 100% of a 6% contribution 401(k) plan; an Employee Assistance Plan; Health Savings Account, Flexible Spending Account, Health Reimbursement Account, and gym reimbursement.