



POSITION DESCRIPTION

POSITION TITLE: Clerical Support Specialist

ADVERT TITLE: Clerical Support Specialist

LOCATION: MALAYSIA PHILIPPINES THAILAND VIETNAM

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our partner, a leading American provider of independent medical exams, peer reviews, bill reviews, Medicare compliance, and related services, is hiring for Clerical Support Specialist to be part of their Philippine team! They are a nationwide provider of record retrieval services and technology for the legal and insurance industries, and for more than 35 years, the team has created innovative technology and processes that enable more efficient record retrieval, online record ordering, and e-summary.

Reporting directly to the Manager in the US, the primary objective of the Clerical Support Specialist is to establish rapport and ongoing communication with all internal departments to ensure the accuracy & timeliness of all processes that affect the completion of a client's order.

KEY RESPONSIBILITIES

- Handle and distribute incoming and outgoing correspondence.
- Communicate with departments to manage special instruction orders.
- Expedite and update work orders in the database.
- Enter status updates and document work order handling.
- Route work orders promptly.
- Manage office supplies and distribute them appropriately.
- Match vendor invoices and records with work orders.
- Bind, mail, and assemble work order packets.
- Scan and file documents.



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- Cross-train in other office areas as needed, and perform additional duties as assigned.

SKILLS, EXPERIENCE & QUALIFICATION

- Bachelor's degree in a related field.
- Prior work experience in data entry or administration in a medical, legal, or insurance claims office is preferred.
- Must demonstrate an understanding of the internal processes of medical facilities and medical-legal terminology.
- Proficient in reading, analyzing, and interpreting correspondence and records; clear and informative writing with strong editing skills.
- Typing proficiency, preferred level of at least 45 wpm accuracy, no errors.
- Advanced written and verbal English Language communication skills for handling inquiries and complaints; excellent telephone skills are preferred.
- Excellent time management skills, interpersonal skills, and organizational skills.
- Highly self-motivated and directed.
- Ability to adapt to changes and absorb new ideas and concepts quickly.

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.