



Processing Specialists process applications, claims, transactions, or information requests in compliance with designated guidelines. When information is inaccurate, incomplete, or does not otherwise meet compliance standards, they communicate with others to obtain the information needed to resolve these issues.

Example Positions

Loan Processing Specialist, Loan Processor, Claims Adjuster, Claims Examiner, Underwriter, Administrative Underwriter, Transaction Processing Specialist, Accounts Receivable Associate, Accounts Payable Associate, Auditor

Competencies

Quality Focus – Processing Specialists ensure that all work in one’s own area of the business, throughout the organization, by vendors, suppliers, etc. is performed with excellence and to high standards for quality and integrity.

Compliance – Processing Specialists work to ensure that they, team members, other employees, contractors, strategic partners, and other relevant stakeholders act in accordance with all pertinent rules, regulations, policies, and best practices, and that behavior in the organization meets the company’s standards of conduct.

Communicating – They provide the information required by others in a concise, direct, and unambiguous way. They perceive how the message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

Information Seeking – They are driven by an underlying curiosity and desire to know more about things, people, or issues. This involves going beyond routine questions and includes digging or pressing for exact information; resolving discrepancies by asking a series of questions; or conducting less-focused environmental scanning for opportunities or miscellaneous information that may be used in the future.

Time Management – They focus on completing all work tasks in a timely manner while remaining responsive enough to react to competing demands and shifting priorities. Processing Specialists are able to manage multiple responsibilities while being organized, keeping on top of important time-sensitive tasks, and performing all work accurately.

Active Listening – Processing Specialists enhance mutual understanding in communicating with others by expressing genuine interest in the content and meaning of others’ messages. They ask clarifying questions to ensure understanding and to get more information, and they rephrase what is said to check meaning and interpretation.

Representative Behaviors

- Ensures that quality processes maintain internal consistency and integrity over time
- Plans own time and schedules activities to ensure achievement of goals
- Conducts periodic reviews/audits to ensure that compliance procedures are followed
- Takes the required action to resolve information gaps
- Communicates information in a well-considered manner
- Asks questions to gain clarity
- Gathers all information needed to make informed recommendations



Processing Specialist Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity

For more information on Caliper Competencies,
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