

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



JOB MODEL

| Leading | Active Communication | Interpersonal Dynamics | Decisions | Solving Problems | Managing Processes | Self-Management |
|--------------------------------|--------------------------|----------------------------|----------------------------|---------------------------|--|---|
| Leadership Maturity | Influence and Persuasion | Interpersonal Sensitivity | Deliberate 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 |