



**Internal Job Posting  
Dental Claims Adjuster  
Bloomington, MN**

Essential Duties and Responsibilities include the following. Other duties may be assigned:

- Process dental claims on the Delta Dental system.
- Answer high volume telephone calls from participants and providers with benefit questions.
- Follow all HIPAA compliance guidelines to ensure protection of participant protected health information.
- Other duties and projects may be assigned.

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service- Responds promptly to customers needs; Responds to requests for service and assistance; Manages difficult or emotional customer situations.
- Oral Communication- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Written Communication- Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- Business Acumen- Understands business implications of decisions; Aligns work with strategic goals.
- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibilities for own actions; Follows through on commitments; Team Player.
- Judgment- Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Quality- Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Takes pride in his/her own work.
- Quantity- Meets productivity standards; Completes work in timely manner; Strives to increase productivity; works quickly.
- Dependability- Follows instructions, responds to management direction; Keeps commitments; Takes responsibility for own actions.
- Attendance/Punctuality- Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Adaptability- Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events; Ability to prioritize duties.
- Planning/Organization- Prioritizes and plans work activities; Uses time efficiently.

To perform the job successfully, an individual should have the following qualifications:

- Minimum of two years dental claims paying experience is preferred.
- Experience with the Delta Dental system is preferred.
- Ability to read and interpret documents such as Summary Plan Description and procedure manuals.
- Computer Skills: Proficiency with Microsoft Office. Quick learner of other computer applications.