

The American Arbitration Association a leading nonprofit organization has the following opening in our downtown New York City Office:

No Fault Hearing Liaison

- Associate degree preferred
- 2 + years experience with extensive customer contact in a client-centered work environment, preferably in a legal capacity
- Prefer experience with no Fault Arbitration, or No Fault Claims
- Worked both independently and as a team member, manage multiple tasks and priorities many shifting priorities and deadlines.
- Provide excellent customer service and resolution of customer issues
- Interface and collaborate effectively and efficiently with internal and external clients, peers, management and other work unit members
- Excellent oral/written communications, analytical, customer service, organization and computer skills. Must be able to clearly explain and provide information concerning procedures required by No Fault law and/or AAA, and must have the ability to sustain neutrality in dealing with parties.
- Ability to be customer focused, trouble shoot and solve problems, while demonstrating integrity and sound business ethics to develop effective working relationships, ability to exercise discretion and good judgment in handling confidential and sensitive customer information.
- Ability to work well under pressure/tight deadlines and to perform duties with minimal supervision
- Required to be able to sit for extended periods of time throughout the day with continuous use of phone and computer keyboard.

Conciliation Specialist

- Associate Degree Preferred
- 2+ years experience working with medical documentation, preferably with in a legal enterprise, medical office or insurance claims area: i.e. law firm, as insurance claims rep.
- Worked both independently and as a team member, managed multiple task, and prioritize many shifting priorities and deadlines.
- Interfaced effectively and collaborated with internal/external entities, peers, management and other work units.
- Must be able to recognize and accurately identify related No Fault documents, including but not limited to medical records/documentation
- Excellent oral/written communication, organizational and computer skills
- Ability to be customer focused (internal/external) , while demonstrating integrity, and sound business ethics to develop effective working relationships.
- Ability to exercise discretion and good judgment in handling confidential and sensitive customer information. Must be able to maintain neutrality in all interaction

- Must be able to work in high volume work environment; have ability to work well under pressure; perform duties with minimal supervision, and demonstrate effective team work
- Required to be able to sit for extended periods of time throughout the day with continuous use of computer , keyboard typing and phones.

Case Manager

- Bachelor's Degree preferred
- 2 + years administration experience with extensive customer contact in client centered work environment, preferable in legal capacity
- Preferred experience with No Fault Arbitration, or No Fault Claims
- Worked both independently and as a team member managed multiple tasks and prioritize many shifting priorities and deadlines
- Provided excellent customer service and resolution of customer issues.
- Interfaced and collaborated effectively and efficiently with internal and external clients. peers, management, and other work unit members.
- Excellent oral/written communication, analytical, customer service, organizational and computer skills. Must be able to clearly explain and provide information concerning procedures required by No Fault Law and/or AAA, and must have ability to sustain neutrality in all dealings with the parties.
- Ability to be customer focused, troubleshoot and solve problems, while demonstrating integrity and sound business ethics to develop effective working relationships. Ability to exercise discretion and good judgment in handling confidential and sensitive customer information,
- Ability to work well under pressure/tight deadlines and to perform duties with minimal supervision.
- Required to be able to sit for extended periods of time throughout the day with continuous use of phone and computer keyboard.

Interested candidates should send cover letter and resume to American Arbitration Association, Att: Deborah Drucker, 65 Broadway, New York, NY 10006. Excellent Benefit Package. Salary mid 30's.

Equal Opportunity Employer M/F/D/V