



FundMatch Claims Coordinator Job Description

Position Title: FundMatch Claims Coordinator	Department: Programs	Reports to: FundMatch Manager	FLSA Designation: Non-exempt
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Details: The Western United States Agricultural Trade Associations (WUSATAs) mission is to increase international growth of Western agribusiness by providing financial support, export readiness and business development services to companies located in the thirteen Western United States, Guam, and the Commonwealth of the Northern Mariana Islands. We achieve organizational excellence through efficient and effective people, systems, and processes.

Purpose of Position:

To review and process all WUSATA FundMatch expense claims for reimbursement, provide excellent customer service to cross-functional team members and program participants through the claims process. This position may also provide other administrative support for various areas of the organization.

Responsibilities

- Review and determine eligibility of FundMatch claims for reimbursement that are submitted by FundMatch participants
- Follow claims process timelines and proactively discuss any issues with the FundMatch Manager
- Manage, track and update CRM in Backoffice system and SharePoint
- Work with the FundMatch Manager to communicate and resolve issues with participating companies including ineligible claims, missing documentation, etc.
- Proactively report any suspicion of fraud to FundMatch Manager
- Process the claim in accordance with the Market Access Program (MAP), Regional Agricultural Promotion Program (RAPP), federal travel regulations, FundMatch Guide, and any other applicable internal policies
- Manage record keeping of claims documentation per mandatory record retention requirements
- Promote a culture of trust, service, integrity, excellence, and accountability
- Create, model, and maintain a work culture that supports and values inclusion, equity, and diversity

Supportive Functions:

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions as other duties assigned, with the percentage of time performing each function to be solely determined by your department leader based upon the requirements of the company.

Other Duties:

Positively contribute to the WUSATA culture through understanding, supporting, and participating in the company mission, vision, and values. Demonstrate working knowledge of the service standards. Regular attendance in conformance with the standards, which may be established by WUSATA from time to time, is essential to the successful performance of this position.



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Required Competencies:

WUSATA Core Values

Trust

We have confidence in our collective experience, knowledge, and professional connections to deliver meaningful results to those who put their trust in us.

Service

We support, guide, and empower each other by treating our companies, partners, and team members as individuals. We succeed when you succeed.

Integrity

We are committed to being honest, transparent, and responsible in all communications which drives our team to consistently do what is right.

Excellence

We take pride in our work and are committed to excellence in all aspects of our organization. Passion, energy, and enthusiasm are at the heart of every decision we make and every action we take.

Accountability

We are consistent and dependable. We take responsibility to get it done.

Specific Job Knowledge, Skill, and Ability

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he, she or they can perform the essential functions of the job, with or without reasonable accommodation.

- Ability to learn, interpret, and apply Market Access Program (MAP), Regional Agricultural Promotion Program (RAPP), and other federal and state rules and regulations as related to the responsibilities of the position
- Detail oriented - the data integrity is very important in this role and all of the documentation that goes with it
- Requires the ability to communicate effectively both orally and in writing with team, members and company participants
- Ability to compose and present comprehensive reports and presentations to the public
- Requires excellent organizational skills and attention to detail
- Highly proficient with Microsoft Office Suite and other Cloud based systems
- Requires excellent organizational skills and attention to detail
- Detailed and quality oriented
- Ability to research and work within several computer applications simultaneously
- Ability to routinely and independently exercise sound judgment in decision-making
- Ability to travel overnight domestically up to 10%
- Excellent communications skills; oral, verbal, and written
- Proven ability to track, monitor and report on a variety of project and third-party activities
- Proficient in Microsoft Office Suite
- Strong analytical skills



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Minimum Qualifications:

- Associate's degree in business, accounting or another related field
- 3-5 years' experience in claims processing, A/P, A/R, or another related field
- Excellent organization skills
- Outstanding attention to detail
- Strong customer service skills

Benefits:

- Employer paid medical, dental, short-term disability, long-term disability, life-insurance coverage for employee
 - Family benefits included at a cost to employee
- Employer paid Health Savings Account (optional)
- Participation in 401k plan with employer match 100% up to 6%
- 12 Paid Holidays
- Paid Time Off Plan
- Sick Paid Time off Plan
- Flexible Work Schedule
- Fully remote, preference for Western U.S. States.

Compensation Range Based on Experience:

This position is non-exempt with a wage band ranging from \$22/hour to \$28/hour.

WUSATA is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE RESPONSIBILITIES AND ESSENTIAL FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION.

Print Team Member Name

Team Member Signature

Date