

ALLIED UNIVERSAL COMPLIANCE AND INVESTIGATIONS

Job Description Form

Division/Department	Operations		
Location	Corporate Headquarters		
Job Title	Shared Service Specialist		
Reports to	Manager, Shared Services	Rev.	

Pay Range: Min: \$ 14 Mean: \$ Max: \$17	Type of position: <input checked="" type="checkbox"/> Full-time x <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	FLSA: Hourly <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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GENERAL DESCRIPTION

The Shared Services Specialist is responsible for assisting in various operations that result in a thorough investigation and provide a quality product that achieves customer satisfaction. The Shared Services Specialist's primary function is to provide support to one or more case managers in all facets of the job.

ESSENTIAL JOB FUNCTIONS

- Accepts new assignments from clients, effectively identifying the objectives and defining the investigative plan to complete the objectives on a daily basis.
- Communicates the objectives and the plan to both the client for confirmation and the investigator for execution
- Orchestrates communication among all involved parties to ensure the investigation is conducted within standard operating procedures and all special instructions
- Uses database searches to assist the investigative staff
- Proof investigative reports for accuracy (correct formatting, spelling, grammar, etc.) before submitting to Case Manager
- Contact field investigators for any outstanding items such as: reports, videotapes, and payrolls
- Complete assignments including detailed computer entries which ensure timely tracking of work flow
- Duties as assigned by the Operations and Production Managers as needed, including, but not limited to Front Desk coverage, Scheduling, Attachment processing and scan/copy operations
- Any additional assignments and/or projects as dictated by business need or management direction

EDUCATION/SKILLS REQUIREMENTS (PREFERRED)

- An Associate's degree and a minimum of 1-year experience in a related field preferred, additional experience may be substituted for formal education
- Proficiency in Google Suite, Excel, and Word required

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<ul style="list-style-type: none"> – Ability to remain highly productive in a changing environment, strong attention to detail and organizational skills – Communicate effectively and professionally; oral and written – Follow written and verbal instructions – Ability to type 30-40 words per minute 			
PHYSICAL REQUIREMENTS & WORKING CONDITIONS			
<ul style="list-style-type: none"> – Limited physical effort required to carry out job duties – Office environment – Extended periods of sitting, standing, bending, light lifting up to 5lbs., and stretching/reach movement intermittently during working hours may occur – Long intervals in front of PC 			
REVIEWED BY		Title	
APPROVED BY		Title	