

Job Title:	Payment Redeemer	Job Category:	Agent
Department/Group:	MLM	Job Code/ Req#:	PR
Location:	Karachi	Travel Required:	No
Primary Reporting	Team Manager	Secondary	Team Manager
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>This role is responsible for managing settled liens for collections and/or recovery. Basic responsibilities include coordination with insurance companies and attorney's to release the due payments and recover settlements made in-house cases and board using phone, email and fax. Secondary responsibilities include proper file servicing using guidelines and SOP's published on training site and ensuring target achievement.</p>			
<p>Specifics</p> <ol style="list-style-type: none"> 1. A payment redeemer should touch <u>60</u> files a day prioritizing files with file status Settled W Agreement first. 2. Payment redeemer must status 30 new files daily. 3. Payment redeemer must touch all files assigned to them every 60 days. 			
<p>Time Calculation</p> <p>Total Number of Hours a Day: 8 Hours</p> <p>Total Number of Minutes a Day: 480 Minutes</p> <p>Total Number of Files To Work per Day: 60 Files</p> <p>Number of Minutes Spent per File: 8 Minutes (Average)</p>			
<p>Targets</p> <p>Minimum 30 files statuses daily.</p>			
<p>Incentive</p> <p>KPI Incentives: A Payment Redeemer is entitled for PKR 5,000 if KPI specifics are met.</p> <ul style="list-style-type: none"> • Touch 60 files a day. • Status 30 file a day without duplication within the same week. 			
Reviewed By:	Masood Sabir	Date:	October 14, 2020
Approved By:	Ali Akbar	Date:	October 14, 2020

Employee Name: Minhaj Ur Rehman
Employee ID: APD-0160
CNIC #: 14301-5081592-5
Dated: October 16, 2020

Note: This is computer generated document which does not require a signature.



Inam Sajjad <inam.sajjad@appedology.com>

JD - Minhaj Ur Rehman - APD-0160

2 messages

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Fri, Oct 16, 2020 at 8:05 PM

Acknowledged.

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Regards

Jeff Johnson
Payment Redeemer
Workers Compensation Department
Medical Lien Management, Inc.
Direct: 909-698-8058
Office: (951) 808-3877
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Fri, Oct 16, 2020 at 7:36 PM

Hello Minhaj Ur Rehman

PFA: your JD and acknowledge.

Regards,

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