



**Hudson Crop  
Position Description**

<b>Position Title:</b>	Crop Insurance Specialist	<b>Date:</b>	January 2011
<b>Reports To:</b>	Crop Processing Manager		
<b>Department:</b>	Hudson Crop Processing Department		
<b>Division:</b>	Hudson Insurance	<b>Location:</b>	Overland Park
<b>New Position:</b>	Yes	<b>Reports To:</b>	L. Helwig

**Summary:** The Crop Insurance Specialist provides quality customer service to agents, advisors, and insured's by accurately and timely processing policies, utilizing knowledge gained from various reference materials in answering questions, and problem solving. This position promotes positive actions in others through training, mentoring, and by example.

**Essential Duties:**

- Actively participates in the Processing Office plan for balancing the daily workload and the accurate and timely processing of policies, while effectively prioritizing special projects.
- Ability to process a policy from application through claims payment, including crop hail.
- Provides complete and accurate documentation for insured's files.
- Maintains an organized system of reference material including the Crop Insurance Handbook, actuarial, Federal Crop Insurance Corporation bulletins, policy provisions, and other various information tools and utilize them as needed for processing and research.
- Has a working knowledge of all available risk management products.
- Responsible for accurately requesting printed documents, special reports, and has the ability to batch and/or spool reports/documents as needed.
- Provides good customer service by using appropriate phone, email, and written memo etiquette.
- Recognizes/determines solutions for and ensures resolution of industry and internal errors.
- Analyzes problem situations and provides logical solutions, for personnel, programming, and policy issues, pertaining to the company book of business.
- Approves and process revisions as allowed by crop insurance policy/procedure, loss adjustment guidelines, company guidelines and the processing manager.
- Contacts other Agricultural Insurance Providers and Regional Service Offices as needed for policy information ensuring that the processing office handles time sensitive documents with priority.
- Works independently and as a team, supports and demonstrates a team environment with all team members, promotes team practices and high team morale though role modeling and mentoring, and provides a regular and dependable level of attendance on the job.
- May perform clerical duties as needed.
- Responsible for understanding functions of other departments in the company.
- Special projects as assigned by the Processing Manager.

**Job Requirements:**

- Ability to self-motivate and completes projects on a timely basis.
- Strong analytical, writing interpersonal and communication skills.
- Ability to travel by car or plane.
- Ability to conduct presentations to small groups.
- Maintain confidentiality of company-sensitive data.
- Keep supervisor informed of activities and situations, which will impact the achievement of corporate, and department goals and objectives.
- Performs other related duties as required to achieve the goals and objectives of the company and department.

**Education:**

- High school education or equivalent.
- Minimum of 1 year experience with a crop processing system or data entry system.
- Must have completed specified training program, applicable to Crop Insurance Specialist position.
- Agricultural background helpful.

**Supervisory Responsibilities:** This position has no supervisory responsibilities.