

## **Senior Adjustment Specialist – Job Description Summary**

Investigates member inquiries concerning account errors and processes adjustments. Monitors account activity to perform back up security functions and ensure adherence to the organization Service Restriction Policy. Requires a thorough knowledge of all company operations.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment