



# STAFF EXPERTISE AND STABILITY

Expertise, experience and the retention of claim staff is essential to delivering successful claim administration. This is particularly important when you consider that specific industries possess unique cultures, exposures and benefit payment structures. It is critical that your claim staff fully understands your program and once they do, they are with you for an extended period of time.

Our experienced and long tenured team at Athens Administrators delivers expertise and understanding when handling specific industries and program requirements. Athens works to pull together a team who will learn the nuances of your business and program. Understanding allows the team to deliver service that caters to your needs. Beyond providing a great team, Athens works hard to provide an outstanding work environment that keeps our staff satisfied and on board for a long time.

Athens Administrators places a premium on expertise, experience, and the retention of our employees. We know that these attributes strongly correlate with our ability to deliver exceptional service to our clients.

- We maintain a robust talent pipeline, ensuring a pool of highly skilled and qualified candidates are ready to deploy. We select highly qualified professionals with the necessary qualifications, skills, and expertise, prioritizing strong educational backgrounds and relevant industry certifications. Additionally, we have a team of employees with bilingual capabilities, enabling us to cater to diverse language needs and effectively serve clients.
- Full-time floating examiners, or rotational employees are available to fill temporary employment transitions caused by employee turnover, leaves of absence, special projects, increased workflow, or claim volume, ensuring seamless operations and maintaining Athens' standards of excellence.
- We actively engage clients in the claims staff selection process, allowing them to provide input and preferences for the professionals who will handle their account. This also ensures that

beyond being a technical fit, the staff will also be a personality fit for the program.

- Our experienced employees bring diverse client expertise, adeptly handling complex claims and navigating challenges to effectively address unique client needs.
- We invest in continuous training and development such as training initiatives, workshops, and development opportunities to ensure our employees stay current with industry trends and regulations, enabling them to provide expert support to our clients.
- We also offer our employees competitive compensation, comprehensive benefits, work-life balance, recognition, positive work culture, employee engagement activities, feedback channels, and health and wellness programs.

Athens Administrators places a strong emphasis on hiring experienced professionals and providing them with meaningful training and development, fostering a collaborative environment which enables us to ensure that our employees are well-equipped to meet the diverse needs of our clients and to deliver exceptional service.



**Are you concerned  
about the turnover  
of claims staff or  
the assignment of  
inexperienced claim  
staff having a negative  
financial and service  
impact on your program?**