

POSTION TITLE: Benefits Administrator
DEPARTMENT: GROUP BENEFITS
REPORTS TO: Group Benefits Department Manager
FLSA Status: Non-Exempt

SUMMARY:

The Benefits Administrator provides benefits administration services including the determination of eligibility, the communication and explanation of available coverage, processing of enrollments/terminations and the resolution of claim issues to assigned clients. Position requires daily utilization of Benefit Point - (our agency management system). This is a high service and labor intensive role.

ESSENTIAL FUNCTIONS:

- Collect and process enrollment forms and complete data entry into carrier systems and/or automation system.
- Preparation of enrollment packages and distribution of insurance materials to eligible employees.
- Monitor plan material supplies for re-orders or if managed electronically keep plan material resources updated.
- Report payroll deduction information to client.
- Report termination information to COBRA vendor.
- Provide high level customer service to employees and their dependents answering questions and researching/resolving problems with their insurance coverage and claims.
- Monitor and maintain enrollment forms, materials, reports and updates for each group.
- Tracks activities in Benefit Point (agency management system)..
- Assist with monthly client billing reconciliation.
- Create and maintain monthly enrollment counts for use in tracking commission and agency billing.
- Assist with open enrollment meetings when necessary.
- Handle open enrollment processes working closely with the account manager also assigned to the client.
- Will be assigned projects/functions which relates to assigned client(s)/and or business situation.
- Shred, copy and fax as necessary.
- Teamwork

MARGINAL FUNCTIONS:

- Backup to other benefits administration team members
- Relieve switchboard operator.
- Assist periodically with processing the afternoon mail.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be a self-starter with good verbal and written communication skills.
- Prior automation/computer experience required. (Excel, Word, Power Point) as well as basic office machines.
- College preferred.
- Experience in customer service within the benefits arena.
- Maintain a Life & Health license
- Ability to perform 80% sedentary work exerting up to 10 pounds of force occasionally and negligible force frequently.
- Must be a team player.

WORKING CONDITIONS:

Fast-paced multiple task environment, high disruption environment.

JOB PERFORMANCE STANDARDS:

This job description is intended to describe the level of work required of the person performing the job, and the physical requirements normal to the position. Essential functions as outlined; other duties may be assigned as needs arise or as required to support the essential functions. Specific performance objectives will be developed each year to measure performance.

REASONABLE ACCOMMODATIONS:

This description is not intended as a contract and is subject to change and revision. Any written contractual agreements will supersede this job description. All requirements may be modified to reasonably accommodate physically or mentally challenged employees.

EMPLOYER'S RIGHTS:

This job description does not list all the duties of the job. You may be asked by your supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks and functions listed in this job description.

The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

Date prepared: Revised 2/9/12 (tcm)