



<u>Job Title:</u>	Benefits Administrator
<u>Department:</u>	Benefits
<u>Reports To:</u>	Benefits Consultants
<u>FLSA:</u>	Non-Exempt
<u>Revision Date:</u>	October 2011

Position Overview

The Benefits Administrator provides support to the Benefits Consultants and clients by helping them manage client services and deliverables.

Primary Duties and Responsibilities

- Provide timely and accurate customer service, marketing and communication materials and administrative support for Benefits Consultants and clients
- Manage the new business and renewal implementation processes under the supervision of the Benefits Consultants
- Prepare meeting materials and presentations for Benefits Consultants to present to clients and prospective clients
- Organize electronic and hard copy client files by utilizing an internal database to maintain, document, manage and report all client activities
- Research, respond to and document client inquiries regarding benefits questions and issues within a 24-hour time period

Additional Duties and Responsibilities (Other functions may be assigned as necessary)

- Coordinate and schedule meetings which may include assembling reports and documents
- Coordinate and communicate with other departments on client matters when applicable
- Establish and maintain relationships with vendors and stay abreast of product and pricing changes
- Attend departmental meetings and report on projects and client issues
- Serve as internal back-up for Benefits Consultants

Requirements

- Education – Associates Degree or equivalent
- Experience – 2 – 3 years customer service experience

License

- Life, Accident & Health license is preferred but not mandatory

Essential Skills and Competencies

- Proficient in all Microsoft Office products including intermediate to advanced knowledge of Excel[®] and PowerPoint[®]
- Detail-oriented
- Strong analytical skills
- Professional oral and written communication skills
- Ability to multi-task and maintain organized records
- A strong aptitude for client service
- Ability to maintain the confidential information of our clients
- A positive attitude and ability to work independently and in a team environment

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time in order to fulfill the ongoing needs of the organization.