



<u>Job Title:</u>	Director-Benefit Administration Operations
<u>Department:</u>	Benefit Administration
<u>Reports To:</u>	President
<u>FMLA:</u>	Exempt
<u>Revision Date:</u>	December 2011

Position Overview

The Director, Benefits Administration will responsible for the effective management and growth of CPI-HR's Administrative Services which include Section 105 Spit Funding, Section 125 FSA, COBRA and HRO services

Duties and Responsibilities - (Must Do)

- Enhance the Profitability - by continuously looking for ways to improve. Increase the utilization of client companies on the technology so that we can do more with less. Squeeze out of the business unnecessary transactions and expenses.
 - Deploy contemporary technology that will promote functional integration, cross training, and a more efficient offering to our customers.
- Increase Customer Satisfaction - live the CPI-HR client service culture and build client champions by taking clients through the funnel of developing client champions. Project a confident, positive and professional environment to our customers both internally and externally
- Grow the Department - Work with VP of Sales to expand business well as assist in cross training, up selling, and new product/price strategy.
 - Expand our product set to include stand alone enrollment, Billing and eligibility/reconciliation.
- Maintain and expand our compliance practice to ensure a complete and total alignment to all regulations and legislation changes.

Management

- Manages the P & L of the area with a keen focus on meeting all budget, strategic plan, and other corporate initiatives.
- Plans, directs, and coordinates the procedures and activities of the organization to accomplish the goals, objectives and policies established for the Administrative Department annually.
- Ensures the Benefits Administration team lives our Core values on a daily basis.
- Responsible for the integration to the rest of CPI culturally and procedurally.
- Keeps the Management team regularly informed of the progress and results of operations for conformity with established objectives and budgets and of all important internal and external factors influencing the organization and provides key metrics on a monthly basis to track progress

- Makes sure the entire department is in compliance of Federal and State laws pertaining to the services provided by the administration department
- Develops and maintains an organizational structure for effective operations ensuring effective allocation of resources across all areas to accomplish priorities.
- Develops and implements operational procedures to ensure operational discipline and makes sure that these procedures are followed on a daily basis and that at least two people in the company are trained at each procedure.
- Responsible for the selection, employment, promotion, review, discipline and termination of administration employees.
- Leads the team to help moves clients through the Retention Funnel, turning clients into advocates and champions of CPI-HR's services.
- Conducts regular department meetings reporting on projects, sales, client issues, operational issues, and training and development.
- Implements new clients by reviewing sales orders for completeness, responding to Sales Staff in a timely manner, contacting clients to gathers all necessary information for complete and successful conversion.
- Identifies opportunities for cross-selling other CPI-HR Services.
- Ensures that all client revenue is being charged and recorded properly, looking for ways to constantly enhance the revenue on a per client basis while being competitive in the market
- Utilizes CRM database to track, manage, and report all client activities and as appropriate be sure to advise other CPI-HR service personnel of elevated issues
- Works with the BAN and other sales/wholesale outlets to develop the brand and strategic relationships that will drive revenue to the operation.
- Ensure that all Sales and Marketing material is effectively capturing CPI-HR's value proposition and continue to monitor what other administrative firms are doing in the marketplace and how we differ and position our value appropriately

Requirements

- Education – Bachelor's Degree in Business or related field or equivalent combination of education and experience.
- Experience - Three (3) to five (5) years work experience; or, equivalent combination of education and experience

Other Skills/Competencies

- Knowledge of COBRA laws and Flex reimbursements
- Experience in a medical claims processing or high volume claim processing environment
- Computer literacy with basic skills in Microsoft Word and Excel
- Organizational, time management, and problem-solving skills
- Intuitive and detail orientated
- Self-directed, proactive and able to anticipate needs
- Effective oral and written communication skills
- Comfortable working in a fast-paced environment with short deadlines
- Ability to multi-task
- Excellent interpersonal skills
- Comfortable working in a fast-paced environment with short deadlines
- Leadership to shape, focus and direct organization to achieve appointed goals.
- Ability to integrate many diverse and complex elements into a unified organization
- Strong analytical skills.

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, to fulfill the ongoing needs of the organization.