Job Title:	Human Resources Assistant
Department:	Human Resources
Reports To:	VP of Human Resources
Date:	January , 2012

Position Overview

HR Assistant works with the HR Liaison position to be the central point of contact for all customer service issues/requests and acts as a liaison between the client's employees, the client and the client's benefits vendors, including medical, ancillary health, retirement plan, COBRA, Section 105 and 125, and HRA; as well as the internal department liaison.

This position will also assist the VP of HR in our internal HR activities, including but not limited to benefits enrollment, new hire orientation and recruiting functions.

Duties and Responsibilities

(Include the following. Other functions may be assigned as business conditions change.)

Account Management

- Coordinates and communicates with other CPI-HR service departments to ensure full and seamless integration of CPI-HR services.
- Assists HR Liaison as needed in client service calendar meetings, employee benefit informational meetings or open enrollment meetings.

Customer Service

- Responds to questions and interacts with client employees and associated benefit vendors using professional written and verbal communication skills.
- Maintains a working knowledge and applies client defined HR policies, practices and procedures to benefits and HR administration.
- Assist HR Liaison in conducting employee webinars as needed for benefit enrollment information, Employee Self Service and Manager Self Service training.
- Provides benefit information documents, forms or instructions to client employees via fax, e-mail or other means as required.
- Tracks and reports Benefits Help Line inquiries from client employees to identify trends of problems or communications needs.
- Utilizes CRM database to track, manage, and report all client activities.
- Organizes electronic and hard copy client files and keeps updated.

Benefit Liaison

- Maintains a working knowledge of client benefit plan eligibility, plan provisions and enrollment options. Refers to summary plan descriptions, plan documents, policy certifications and other benefit reference materials when researching plan eligibility, coverage, compliance or other benefit issues.
- Acts as a liaison between employees and benefit vendors in: Eligibility and status changes; Enrollment; Filing disability and death claims ; Resolving eligibility issues; Evidence of Insurability

processing; 2nd tier claim resolution issues; Qualified Life Event changes; Terminations; Leave of absence; COBRA administration; 401(k) administration (enrollment, distributions, loans, etc.)

Open Enrollment
- Prepares employee communication materials as needed or requested.
- Compiles and sends complete eligibility data files to client vendors as required to ensure timely enrollment or status change via e-file or on-line.
- Responds to Employee questions concerning benefit enrollment process and plan description

Billing and Eligibility
- Reconciles vendor billing against client eligibility, approves invoicing for payment
- Schedules and undertakes routine periodic eligibility audits.

Payroll/HR Technology
- Assists client's employees with Payroll/HR software in accordance with client's preferences on ESS and MSS. Makes necessary changes and updates as the relationship evolves.
- Sets up and maintain client employees in Payroll/HR technology.
- Organizes and maintains client specific benefit plan information, benefit vendor and carrier information and data on CPI-HR data systems for easy access and reference.

Miscellaneous
- Attends weekly Administration/HR department meeting and reports on projects and client issues.
- Assists other administrators as business needs demand and provides telephone backup coverage.
- Compiles and maintains dashboard metrics to assess clients employees HR usage.

Requirements

- Education – Associates Degree or equivalent
- Experience – 2 – 3 years customer service experience in the health insurance industry or Human Resources department
- License – Life, Accident & Health license preferred, but not mandatory

Qualification/Competency Requirements:

- Computer literate and working knowledge of Microsoft Office products
- Ability to read, analyze, and interpret insurance claims and invoices
- Ability to interpret and administer SPDs, policies, and procedures.
- Professional oral and written communication skills
- Ability to multi-task and maintain organized records
- Ability to maintain the confidential information of our clients
- Must have a positive attitude, strong aptitude for client service, and ability to work with others
- Problem solving and decision making 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.