



Position: Benefits Specialist

Working under direct supervision, the Benefits Specialist is responsible for administering all client group benefit plans and associated tasks. As the point of contact for assigned clients, must have excellent customer service skills and professional demeanor.

Responsibilities:

1. Day-to-day benefits administration of benefit plans
2. Works directly with health plan carriers to process enrollments, terminations, changes and to resolve errors, discrepancies and claim disputes
3. Reviews, audits, and reconciles monthly invoices from health plan carriers
4. Responsible for the efficient processing of benefit data
5. Acts as a liaison between all plan carriers and employee benefits
6. Provide functional assistance to associates for ongoing administration of benefits and insurance programs, such as open enrollment.
7. Consults with supervisor when needed to respond to inquiries and for complaint resolution regarding benefits
8. Ensures payroll deductions for all benefits plans are followed and administered correctly
9. Coordinates extension of benefits for severed employees
10. Responsible for the Leave of Absence follow-up notifications and ensures billing payments are sent on time
11. Prepares communication and educational materials regarding benefit packages for insured employees
12. Develops and processes forms related to benefit enrollment and/or changes
13. Processes employee and dependent claims
14. Assists with daily task, as required, and follows through to ensure deadlines are met
15. Other related duties as assigned

Qualifications:

- Minimum of one year experience in the administration of benefits plans
- Must have courteous and professional demeanor, exhibiting good judgment when assisting/interacting with others
- Must be able to use discretion and handle sensitive/confidential information
- Attention to detail, producing accurate and high-quality work
- Ability to meet deadlines and be able to thrive in a fast-paced, high demand work environment
- Strong written and verbal communication skills
- Proficient with Microsoft Office (Word, Excel, Outlook)
- Ability to comply with operating policies, procedures and rules is essential
- Must be able to maintain regular and predictable attendance; the ability to work overtime is required
- Must maintain positive and cooperative communications and collaboration with all levels of employees, clients and customers
- Bilingual (Spanish) preferred