

BENEFIT ADMINISTRATOR JOB DESCRIPTION

As the **Benefits Administrator**, you will work with the Benefits Administration and Service Teams to provide excellent support for the employees and HR Teams of our Broker Clients. You will work in a collaborative, client facing environment to assist with their benefit and HR questions/issues on a daily basis via email and telephone. Responsibilities will also include supporting the internal benefits administration team with monthly billing reconciliation for multiple clients, manual eligibility and systems support, post-open enrollment auditing, creating/updating PowerPoint presentations for open enrollment and new hire orientations, updating benefit guides and benefit web portals.

Key duties of this position include:

- The ability to clearly communicate and answer questions employees have regarding their benefit plans
- Having the ability to work professionally with carriers and vendors to advocate for our clients and their employees while fostering strong, positive relationships with our external contacts
- The flexibility to be on-site as needed for client support with open enrollment, new hire orientation and benefit fairs
- Manage eligibility for clients as needed (manual eligibility / EDI weekly maintenance)
- Complete monthly billing audits (both list bill and self-bill) for clients
- Run census data as required to prepare RFPs or other reports as needed
- Assist with open enrollment system set-up and testing; post-open enrollment clean-up (census templates / manual eligibility as required)
- Create communication materials for open enrollment and other projects as needed
- Complete client audits as needed to ensure accuracy of data

Required:

- Bachelor's degree or 3 years of related experience required
- HRIS and Benefits Administration systems - 3 years of experience preferably with one or more of the following:
 - ADP Employee Navigator
 - UltiPro Ascentis
 - BeneTrac Paylocity
- Strong Microsoft Office Skills with a focus on Excel and PowerPoint
- Prior experience in the human resources or insurance brokerage industry is a plus
- Ability to thrive in a fast-paced environment, meeting and exceeding deadlines
- Strong critical thinking and problem-solving skills, strong attention to detail, ability to build strong relationships
- Excellent interpersonal skills, including listening, verbal and written communication skills with the ability to communicate effectively
- Able to remain professional, highly organized and prioritize under multiple hard deadlines
- The ability to actively listen to our clients to unveil potential opportunity to make a difference
- Creative problem solvers with a can-do attitude
- Strong work ethic. Someone who understands and possess a willingness to work hard and work smart. Someone who is a self-starter, who is dependable and takes responsibility for their own actions and behavior.