



Job Description: Client Services Administrator August 2017

THE BENEFIT COMPANY

Summary

The Benefit Company, a privately held and leading Executive and Employee Benefit Planning firm, is seeking a high quality individual with a working knowledge of employee benefit plans.

In order to continue our tradition of creative leadership and top-notch customer service during a period of dramatic growth, we will value candidates with integrity, a positive attitude and high aptitude. While industry experience is preferred, it is not required.

Skills

- Excellent oral, written and listening (communication) skills
- Team player, collaborative, creative and flexible
- Entrepreneurial - outside the box thinker
- Multi-tasker, problem-solver, self-starter, high sense of urgency
- Empathetic and responsive
- Proficient in Microsoft Office Suite
- Highly organized, detailed and process focused
- Capable of adjusting to shifting priorities
- Positive attitude

Role and Responsibilities

- Interact directly with client employees to assist in claims resolution and other benefit plan issues an employee may have
- Interact with teams within The Benefit Company
- Tenacity in following through and keeping the client abreast of the situation
- Follow through to resolution
- Able to develop a knowledge of each carrier's website
- Benefit eligibility for clients who request that we implement the terms and additions of their employees
- Develop knowledge of all employer benefit coverage lines and terminology
- Become proficient with insurance company interaction
- Frequent client contact
 - Claims resolution
 - Billing resolution
 - Ability to understand and explain benefit plans
- Competent in preparation reporting of steps taken for resolution
- Ability to collaborate with internal and external partners to implement client strategies
- Other duties as assigned
- Position provides base compensation and bonuses. The position is not sales/production based.

We are proud to provide comprehensive, high quality, above benchmark employee benefit programs to meet employees' needs. New employees tell us our family culture – respect, teamwork, open communication, transparency and collaborative support - is what makes The Benefit Company unique. We encourage you to explore what we have to offer. Questions or interest, please contact Faye McCorkle at 678 904-9310 or fmccorkle@benefitcompany.com.