

Job Title:	Employee Benefits Assistant	Status:	Non-Exempt
Department:	Employee Benefits Division	Position Type:	Full Time
Location:	Harrisonburg, VA	Travel Required:	As Needed
Training:	Role Specific	Reports To:	Employee Benefits Division Manager

Job Description

ROLE

The Employee Benefits Assistant is part of the Employee Benefits team. This individual will specialize in providing daily service and support to the division in various capacities, including entering client information into the agency management system, creating proposals, and interacting with the carriers regarding billing and claims issues. Client interaction is required. Client information must be handled in a confidential manner at all times.

The Employee Benefits Assistant reports to the Employee Benefits Division Manager and works closely with the members of the Employee Benefits division. This individual must have an understanding of and abide by industry regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for daily data entry and processing to meet deadlines in a timely manner
- Process enrollment changes with carriers via applications and online administration systems
- Communicate with team members regarding enrollment changes and apprise COBRA and Benefit Administrators when applicable
- Assemble client information to put client coverages out to bid annually with medical and/or ancillary carriers
- Create documents for internal and client use, including but not limited to proposals for new and renewing groups, payroll deductions, employee selection forms, enrollment notices and censuses
- Provide support for the producers and account representatives during quoting and implementation periods, or as requested
- Provide materials and assemble packets for client meetings
- Run data analytic reports for client meetings
- Once fully trained, fill in for account representatives in their absence
- Document conversations and transactions to avoid E&O issues
- Assist account representatives with claims and billing issues for clients, and obtain ID cards for members
- Provide project and program support for team members as needed
- Collaborate and communicate with others in the division
- Maintain department renewal reports for review during EBAR meetings
- Other duties as assigned by management

PREFERRED QUALIFICATIONS

- High school diploma required, with an Associate’s degree preferred or industry experience equivalent
- Currently possess or obtain a VA Life and Health License within 60 days of date of hire
- Continuing education is required
- Professional interaction with clients verbally, electronically and in person
- Must process work with emphasis on attention-to-detail, accuracy and timeliness

PREFERRED SKILLS

- Ability to learn and effectively utilize role specific software
- Professional interaction with clients verbally, electronically and in person
- Capable of learning and completing tasks independently as well as in a team environment

ADDITIONAL NOTES

- HIPAA regulations and industry compliance must be observed and maintained

PHYSICAL REQUIREMENTS

LD&B Insurance and Financial Services

- Must be physically able to work a minimum of 40 hours per week in the office
- Must be able to sit for long periods of time, which may include extensive use of personal computers and associated software
- Must possess the ability to hear, see, and speak
- Must be able to stand, sit, walk, use repetitive small motor activity, use hands and fingers, and reach with hands and arms, stoop, kneel and ascend or descend stairs
- Occasionally required to lift and carry up to 20 pounds
- Perform with a high-energy level and ability to handle stress-related situations on a daily basis
- Must have a valid state issued driver's license and have the ability to operate a vehicle
- Will be required to drive and travel unaccompanied in diverse weather conditions