



BENEFITS ACCOUNT MANAGER JOB DESCRIPTION

| | | | |
|---------------------|---------------------------------|-------------------------|-----------|
| Job Title: | <u>Benefits Account Manager</u> | Supervise Staff: | <u>NO</u> |
| Department: | <u>Benefits Department</u> | No. Supervisor: | <u>0</u> |
| Reports To: | <u>Director of Benefits</u> | | |
| FLSA Status: | <u>Exempt</u> | | |

To apply to this position, please visit Zip recruiter or send cover letter/resume to Laura Terracciano, HR Generalist at laura.terracciano@tritonhro.com with salary requirements.

JOB SUMMARY: To be able to coordinate and manage various Group and Voluntary Insurance plan open enrollment periods, Life Events, COBRA, Billing and Reconciliation for Triton Benefits Brokerage Clients. While traditional enrollment forms are still important to use to capture employee information, the use of technology to handle on-line is equally as important. Understanding online enrollment systems such as ADP WFN or HRB is an important part of the job. It is also essential to have excellent communication and presentation skills.

ESSENTIAL FUNCTIONS OF POSITION:

- Understanding Group Insurance Benefit Plans and Explaining to our Clients Employees during live presentations and phone support
- All plan data and associated rules having to do with open enrollment and life events to be built into on-line benefits portal and adjusted when plans and rules change
- Update all client and employee cases into SFDC CRM (i.e. Employee Benefit Issues that occur and we get involved with Carrier from an administration and advocacy perspective when necessary and communicate effectively to all parties involved)
- Assist in the management of the benefit plan renewal process when needed (Procurement Person at Company is primarily responsible)
- Help negotiate with vendor or administrator for renewal when needed (Procurement Person at Company is primarily responsible)
- Examine plan design and benefit cost changes (needed for updating online portal and communicating to client and employees)
- Plan and schedule your work. Use basecamp and project management tools when needed
- Ensure compliance with applicable government regulations such as the Health Care Act and HIPPA
- Assure timeliness and accuracy of your work
- Help Develop long-range objectives regarding benefit programs in conjunction with administration

Administration: Processing, Functional

- Enrollments, COBRA, terminations, changes, beneficiaries, disability, accident and death claims, rollovers, distributions, loans, hardships, compliance testing.
- Oversee maintenance of employee benefit files and updating of employee payroll records (mostly automated but at times manual intervention is needed)
- Gather employee data and oversee the processing of monthly billings and reconciliation for select Clients
- Allocate group health and dental claims experience monthly and review quarterly when needed

Customer Service, Communication, Training

- Provide customer service support to internal and external customers.
- Develop communication tools to enhance understanding of the company’s benefits package.
- Design and distribute materials for benefit orientations, open enrollment and summary plan descriptions.
- Create and conduct presentations using audiovisual tools including power point and videos.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of company policies and procedures is preferred.
- Associates degree and three to five years related benefits or employee benefit administration experience required.
- Professional designations preferred.
- Excellent communication and organization skills are required.
- Excellent Excel and MS Office skill set
- Project and team management/leadership skills and experience. Proven ability to work effectively in a team environment with associates. Capability of effective planning and priority setting. Ability to manage several complex projects simultaneously while working under pressure to meet deadlines.
- Strong analytical skills and a thorough knowledge of plan designs.
 - Fully Insured, Self-Funded, Level-Funded, HSA/HRA
- Computer proficiency and technical aptitude with the ability to utilize MS Word, Excel, Power Point, ADP WFN and HRB, Salesforce.com or similar CRM are essential.
- Knowledge of benefit contract language
- Knowledge of all pertinent federal and state regulations, filing and compliance requirements both adopted and pending affecting employee benefit programs, including ERISA, COBRA, FMLA, ADA, ACA, SECTION 125, Workers Compensation, Medicare, OBRA, and Social Security and DOL requirements.
- Understanding of Retirement Plans (i.e. 401-K)

**The Company reserves the right to add or change duties at any time.*

Job Description Terms of Acceptance

I have read the over job description for the position of Benefits Administration at Triton HR. I fully understand the job description. I am able to perform the job and meet the job requirements of the position. I also understand that Triton HR may revise this job description at any time as business needs dictate. I realize that the job description is not intended to be an exhaustive listing of all of the functions of the job, nor is it to limit Triton HR’s right to assign other functions to an employee in this position. This job description does not constitute a written or implied contract of employment and does not alter the employment at-will relationship.

Please Sign and Date after reviewing the job description:

Employee: _____

Date: _____

