LD&B Insurance and Financial Services

Job Title:	Benefits Administrator	**Status:**	Non Exempt
Department/Group:	Benefits Administration	**Position Type:**	Full Time
Location:	Harrisonburg, VA	**Travel Required:**	Occasionally
Training:	Role Specific	**Reports to:**	Benefits Administrator Manager
Job Description			

ROLE

The Benefits Administrator oversees an assigned block of clients. The Benefits Administrator serves as the primary LD&B contact for the employer's pre-tax benefit plans while providing day-to-day customer service. The Benefits Administrator supports the client and their employees concerning debit card transactions, IRS regulations, enrollment processing, invoicing, and annual benefit plan renewals. Client contact by phone, email, and in-person is a large part of the day-to-day responsibilities. Travel, including occasional overnight travel, is required for the purpose of participating in enrollment meetings, making presentations, or attending benefits fairs/seminars.

The Benefits Administrator reports to the Benefits Administration Manager and consults with him/her regarding concerns, problems, or for additional assistance. Client information must be maintained in strict confidence at all times. Professional conduct and integrity is expected.

RESPONSIBILITIES

- Manage, grow, and serve a designated book of clients
- Process annual plan renewals independently; Prepare renewal and participant kits
- Conduct presentations to both employers and employees
- Engage in phone and email communication, on-site visits with clients, and occasional meetings over lunch or outside normal business hours.
- Analyzing substantiation documentation & claims; compare documentation and record discrepancies
- Serve as a backup to process claims/checks and mail claim reimbursements
- Prepare 5500 forms if required for client
- Claim processing, billing, and payments are detail oriented and deadline driven
- Collaborate and communicate with others in the division and in the firm
- Provide support to co-workers as needed for new and renewing clients and prospects
- Other duties as assigned by management

PREFERRED QUALIFICATIONS

- Bachelor's or Associate's degree preferred, with high school diploma required
- Continuing education and training

PREFERRED SKILLS

- Ability to learn and effectively utilize role-specific software
- Must be a self-starting problem solver
- Capable of learning and completing tasks independently as well as in a team environment
- Possess effective and professional communication skills, including but not limited to verbal, written, and in person interaction with clients
- Training and governmental requirements are continual

ADDITIONAL NOTES

- Provide account rounding opportunities to other departments: Employee Benefits, Individual Life and

Health products, Personal Lines, Flexible Benefits and Financial Services
- HIPAA regulations and industry compliance must be observed and maintained

PHYSICAL REQUIREMENTS

- 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 descent stairs
- Occasionally required to lift and carry up to 40 pounds
- Perform with a high-energy level and able 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