

Job Title:	COBRA Administrative Assistant	Status:	Non-exempt
Department:	COBRA	Position Type	Full Time
Location:	Harrisonburg, VA	Travel Required:	As Needed
Training:	Role Specific	Reports to:	Benefit Administrators Division Manager

Job Description

ROLE

The purpose and objective of this position is to provide COBRA (Consolidated Omnibus Budget Reconciliation Act) support to COBRA participants and COBRA Administrators. The ability to be flexible, communicate effectively by phone, and work independently is essential. The individual in this position will handle personal information which must be kept confidential. It is imperative that this individual meet regulatory deadlines as established by the Federal Government.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Understand and abide by established COBRA deadlines and timetables
- Demonstrate proficiency with the specified COBRA software compliance program
- Process late payment notices monthly if needed
- Enter COBRA administrative fees monthly into QuickBooks
- Enter payments into COBRA software compliance program
- Answer basic client and participant phone calls and emails
- Deposit premium checks with bank
- Assist with open enrollment packets/mailings
- Process renewals in COBRA software compliance program
- Process import files from employers
- Process qualifying events and general notices for all clients
- Serve as backup for reconciling COBRA bank account
- Collaborate with co-workers in COBRA and within LD&B Insurance and Financial Services
- Maintain appropriate and required documentation in the COBRA software compliance program
- Cultivate referral relationships with other divisions
- Attend continuing education and training events as required
- Assist in training new hires as requested
- Other duties as assigned by management

PREFERRED QUALIFICATIONS

- High school diploma required
- Remain up-to-date with Federal COBRA regulations
- Effective and courteous, verbal and written communication
- Ability for continuous learning; COBRA regulations, policies related to Employee Benefits, and software changes occur

PREFERRED SKILLS

- Ability to work independently and in a group setting
- Information is to be handled confidentially at all times

ADDITIONAL NOTES

- Provide account rounding opportunities to other departments: employee benefits, individual life and health products, personal lines, flexible benefits, and financial services
- Pay will be reflective of the current compensation plan designed for this department

LD&B Insurance and Financial Services

- Must be able to sit for long periods of time, which may include extensive use of personal computers and associated software.

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, and kneel
- 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