

Employee Benefits International

Account Coordinator Position

Salary range:\$60,000 - \$70,000

We are looking for an experienced, energetic and customer-oriented employee benefits **Account Coordinator**. This role combines a focus on resources, leveraging services and integrating personal skills to cultivate long-lasting relationships. The primary responsibilities are to support clients through their annual product selection, renewal, and implementation processes while acting as the cornerstone of ongoing account support. Client profiles for this position span a diverse set of industries and will range in size from 300-2,000 employee lives covered on benefits.

Joining Our Team:

Employee Benefits International is an insurance brokerage and consulting firm where employees enjoy working in an environment that strikes the perfect balance between working autonomously but also within a friendly and collaborative environment.

We are boutique in size, which means every team member has the opportunity to make an indelible impact on the company.

We have structured 30-day check-ins with each team member to provide accolades for achievements and an opportunity for feedback from you on where you may need more training.

In addition to monthly team lunches, we also have quarterly team outings that range from quirky (bowling, escape rooms) to community outreach and giving-back campaigns.

Rock stars see quick and meaningful advancement and we willingly invest with career development of our employees.

PRIMARY FUNCTIONS

- Meticulously maintain CRM and client dashboard
- Conduct onsite pre-renewal visits
- Identify areas of weakness and/or opportunity in client benefits program(s)
- Provide a benefit plan design strategy, benchmarking data, and survey materials
- Create Request for Proposals (RFP's), identify and solicit carriers/vendor partners based on client strategy, establish renewal timelines, and oversee marketing through renewal completion

- Coordinate reporting, reviews and recommendations of marketing analysis' with analyst during renewals
- Review employee open enrollment changes and manage updates with carriers
- Conduct meetings with client management staff (Human Resources, CFO or Healthcare Committee) to review service, compliance, education and client experience
- Prepare and or proof communication pieces for open enrollment (PowerPoint presentations, benefit guides, newsletters and conduct subsequent employee meetings
- Facilitate wellness programs, including educational elements
- Oversee post-enrollment activities, acting as a liaison between carriers and client to coordinate the transfer of data and plan selections
- Handle escalated claim and compliance issues, assist clients with any internal and external appeals processes
- Review certificates, SPD's, SBC's, contracts, and plan installation materials for accuracy
- Nurture carrier relationships and maintain current knowledge of product offerings
- Facilitate smooth, hassle-free implementation with new carriers or vendor partners
- Negotiate and ensure proper assignment of revenue associated with each policy under management
- Maintain knowledge of Federal and State regulations and mandates (Cobra, HIPAA, FSA, PPACA, Medicare Part D)
- Maintain communication with Account Executive to strategize the overall needs of the client

REQUIRED SKILLS & PROFICIENCIES

- Demonstrate current industry-specific product knowledge
- Arizona Life, Accident, and health licenses; and maintenance of CE Requirements
- Agile computer and internet navigation skills, and implementation of current best practices
- Microsoft Suite Proficiency in Excel, Word, PowerPoint, and Outlook
- 5+ years of employee benefits or related industry experience
- Intermediate to advanced math skills including addition, subtraction, multiplication, division and percentage calculation with whole numbers, common fractions, and decimals
- Professional demeanor and personal presentation, with exceptional communication skills and ability to present to large groups and C level executives
- Analytical and intuitive with the ability to combine and balance both appropriately
- Project management and coordination experience in a fast-paced environment
- Demonstrates a high level of organizational, prioritization, and problem-solving skills
- Proven deductive reasoning skill set with the ability to identify, interpret and solve complicated problems

SKILLS PREFERRED BUT NOT REQUIRED

- College degree

- Ability to read, write, and speak Spanish
- Familiarity with the following programs: BenefitPoint, Employee Navigator, FormFire, and Slack

In order to be considered for this position, we require the following for all applicants:

- Complete the included Indeed Assessment
- Complete a 3-5 min survey with Culture Index (copy the link below to your browser): [Culture Index Survey](#)
- Have current AZ Health, Accident, & Life Insurance Licenses

Position Details

Full-time.

M-F, 8-5 in office

Health & Dental Insurance Offered

401(k) with Employer Contribution

Employer-provided Short Term Disability, Long Term Disability, and Life Insurance

Paid Time Off

Salary range: \$60,000 - \$80,000