



## Position Description

**Title:** Employee Benefits Specialist

**Reports To:** Practice Leader, Employee Benefits Consulting

### **Purpose of position:**

Provide day-to-day support for the Employee Benefits Consulting team. Work with team members on a variety of projects to ensure client's needs and objectives are met.

### **Relationships:**

Clients, Carrier/Vendor Partners, Employees

### **Essential Duties and Responsibilities:**

1. Supports consultants on designated clients relating to marketing and benefits administration.
2. Leads and supports implementation or transition of new/existing lines of coverage by setting up account, collecting needed documentation, and reviewing plan details with client and carrier. Schedules and conducts enrollment meetings including WebEx meetings.
3. Requests and collects quotes, evaluates proposals for accuracy, negotiates on behalf of client and makes recommendations to the consultant.
4. Responds to client's inquiries within FBG response guidelines and maintains documentation of communications, existing issues, and issue resolutions.
5. Collects client data including claims experience for the consultant.
6. Obtains contracts, conducts a contract comparison to ensure completeness. Reviews agreements and documents such as employee booklets and carrier contracts.
7. Provides administrative support related to data management through Benefit Point.
8. Prepares benefit benchmarking that helps the team to evaluate client benefit programs.
9. Prepares renewal and marketing reports, presentations and correspondence. Prepares materials for client presentations and employee communications including written content.
10. Resolves client service issues such as billing discrepancies, eligibility issues and makes necessary updates in the benefits administration system.
11. Services assigned book of business.

12. Researches and remains up to date on government compliance/regulations and industry trends to educate the consultant and client.

**Position Requirements (knowledge, skills and abilities required to perform satisfactorily in the position):**

- A bachelor's degree from an accredited university.
- At least three years of progressive experience with health and welfare plans required.
- A current life and health insurance license for the state of Georgia or ability to obtain within 6 months of hire.
- CEBS, ChFC, CLU or FMLA or progress toward designations preferred.
- Strong attention to detail and follow-through required.
- Stellar presentation skills to audiences of all sizes required.
- Must possess excellent listening skills.
- Superior client service skills.
- Expert knowledge of Microsoft Office including Word, PPT, Excel and Adobe.
- Experience with payroll and or benefits administration systems, preferred.
- Strong organizational skills.
- Ability to multi-task and handle multiple projects with deadlines at the same time.
- Ability to work quickly and accurately.
- Ability to work as a team member, externally and internally.
- Ability to be flexible based on internal and external needs.
- Ability to work under pressure and multiple deadlines.

**Physical Demands:**

- Position requires sitting at a desk working on a computer for at least 2/3 of time.
- Position requires minimal lifting up to 25 lbs.
- Position requires regular and reliable attendance.
- Position requires proficiency in English and grammar usage skills.

By my signature below, I acknowledge that I understand the accountabilities of the role and that my performance will be evaluated based on my success in achieving the goals set out in the position. I also acknowledge that my job description may change due to changing company needs or environment and that my accountabilities may be changed or added to during the course of my employment.

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Employee Name

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Date