



## **JOB DESCRIPTION**

**Title:** Employee Benefits Specialist

**Reports to:** Senior Employee Benefits Consultant

**FLSA Classification:** Exempt

### **FBG Mission:**

*To optimize the health and well-being of those we serve.*

### **FBG Values:**

- High Energy: We demonstrate vitality and enthusiasm.
- Compassionate: We treat others with kindness and a helpful spirit.
- Internally Driven: We make it happen.
- Can Do: We greet opportunities and challenges with positivity and resilience.

### **Job Overview:**

Provide day-to-day client, carrier and team support for the Employee Benefits Consultants. Support clients in assigned book of business.

### **Essential Responsibilities:**

1. Support consultants on designated clients relating to marketing and benefits administration.
2. Lead and support implementation or transition of new/existing lines of coverage by setting up account, collecting needed documentation, and reviewing plan details with client and carrier.
3. Schedule and conduct enrollment meetings including WebEx meetings. Record Brainshark enrollment meetings for clients upon request.
4. Request and collect quotes, evaluate proposals for accuracy, negotiate on behalf of the client and make recommendations to the consultant.
5. Respond to client's inquiries within FBG response guidelines and maintain documentation of communications, existing issues, and issue resolutions.
6. Collect client data including claims experience and 5500 forms for the consultant as requested.
7. Complete client dashboards for assigned clients on a regular basis.
8. Obtain contracts, conduct a contract comparison to ensure completeness. Review agreements and documents including employee booklets and carrier contracts for accuracy.
9. Provide administrative support related to data management through Benefit Point.
10. Prepare benefit benchmarking to help the team evaluate client benefit programs.
11. Prepare renewal and marketing reports, presentations and correspondence. Prepare materials for client presentations and employee communications including written content.
12. Resolve client service issues including billing discrepancies and eligibility issues. Make necessary updates in the benefits administration system once resolved.
13. Service assigned book of business.

14. Research and remain up to date on government compliance/regulations and industry trends to educate the consultant and client.
15. Maintain regular human connections with clients, vendors and team including in-person meetings, video meetings and phone calls.

**Physical Demands and Working Conditions:**

- Sedentary work that primarily involves sitting and standing.
- Deliver presentations to varying audience sizes throughout the year, primarily standing and walking/moving during presentations.
- Occasional lifting and moving of objects of up to 20 pounds.
- May occasionally need to use stairs.
- Moving about to accomplish tasks or moving to various worksites/client offices.
- Communicating with others, in verbal and written format, to exchange information.
- Repeating motions that include hands, fingers and wrists.
- Position requires local and overnight travel, up to 40% of the time.
- Position requires regular and reliable attendance.
- Position requires regular work on a computer, at least 70% of the time.
- Position requires proficiency in the English language and grammar, verbally and written.
- No adverse environmental conditions expected.

**Knowledge, Skills and Abilities to Perform Satisfactorily in This Role:**

- Support the FBG mission, values and cultural manifesto.
- Use necessary technology platforms including Zoom, GoToMeeting, Slack, etc.
- Represent FBG well, in person and via social media.
- Expert level knowledge in the Microsoft Office Suite.
- Bachelor's Degree required.
- Valid health and welfare insurance license for the state of Georgia (if not currently held, must be obtained within 90 days of first day in position).
- A passion for building relationships with customers, externally and internally.
- At least one year of experience managing a book of employee benefits accounts, independently or as part of a team.
- Experience working with strategic plans for clients preferred.
- Experience with different types of client funding preferred.
- Ability to see projects through to completion.
- Proven aptitude for quick and creative thinking within demanding deadlines.
- Ability to be proactive and provide project status updates.
- Excellent verbal and written communication skills.
- Strong organizational skills.
- Ability to prioritize when multiple tasks are assigned.
- Resourcefulness; ability to think ahead.
- High sense of urgency and responsiveness.
- Willingness to do whatever it takes to get the job done.
- Ability to speak and write in more than one language a plus.

**Acknowledgement**

With my electronic signature, I acknowledge that I understand the essential duties, responsibilities, and accountabilities of the role. I understand that performance will be evaluated based on factors such as but not limited to my success in achieving goals, client satisfaction, and my ability to successfully perform the essential functions of this job with or without reasonable accommodation.

I understand this document provides an overview of the essential functions and physical demands of my position but is not all encompassing. There may be times when I am asked to perform duties or tasks that are not written in this document.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities unless otherwise noted above. To perform this job successfully, I understand that I must possess the abilities or aptitudes to perform each duty proficiently. 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.