



Position: Lead Benefits Specialist

Description: Provides supervision and global direction for all Benefit Specialist positions. Also provides specific direction and support for all assigned Benefit Specialists and Clients. This position is a direct report to and back-up to the Director of Administration.

Duties and Responsibilities:

- Develop individual goals/responsibilities with each Benefit Specialist.
- Evaluate each Benefit Specialist's performance based on stated goals.
- Coach Benefit Specialists based on individual needs in order to assist them in meeting their goals (i.e. proper way to reconcile, Excel training, dealing with difficult callers).
- Monitor Specialists to assure that claim cases are resolved in a timely and proper manner, as assigned.
- Monitor Benefit Specialists adherence to company policies (i.e. phone use, e-mail use, breaks).
- Participate in the interviewing of, and provide recommendations on recruiting of Benefit Specialists.
- Train new Benefit Specialists.
- Develop and implement plan to cross-train Benefit Specialists.
- Develop working knowledge of all clients and client procedures.
- Review, revise, standardize and document each client's processes and procedures.
- Ensure Benefit Specialists adhere to the client procedures.
- Review reconciliations/client reports to ensure accuracy.

Minimum Qualifications:

- Proficient in Microsoft Office (Access, Excel, Outlook, and Word).
- Supervisory and accounting background a plus.
- Bilingual English and Spanish preferable.

Compensation:

Depending on qualifications and experience (DOQ/DOE) plus benefits (medical, dental, vision and 401(k)).