

# Operations Manager

**The Benefit Service Center, Inc.** is a third party health benefits administrator, celebrating its 20<sup>th</sup> year anniversary, and is located in Chatsworth, California. We are seeking a person with extensive experience as a supervisor in the benefit administrative arena to fill a new position. The successful candidate must have a working knowledge of health benefit plans, excellent customer service, and operation of a call center, is extremely detail oriented, and poses advanced Microsoft office skills (Excel, PowerPoint, Outlook, and Word).

**This position** supervises the operation of the client and customer service for the administration of various medical, dental, vision and life insurance and other supplemental insurances, provided by plan sponsors. The staff currently consists of ten (10) Benefit Specialist positions. This is an exempt position.

## **Description:**

- Provides direction, support and supervision for Benefit Specialist position(s);
- Develops performance goals for and evaluates Benefit Specialist performance;
- Assures cross training of Specialist regarding client responsibilities and audits reconciliations as requested.

## **Examples of 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)
- Provide recommendations on the hiring/termination of Benefit Specialists
- Monitor Benefit Specialists adherence to company policies (i.e. phone & e-mail use, internet activity, breaks)
- Participate in the interviewing of new 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 COBRA activity is timely and accurate
- Ensure Benefit Specialists adhere to the client procedures
- Revise/write client procedural manuals
- Review reconciliations/client reports to ensure accuracy
- Assist in cross training of Specialists regarding client responsibilities and auditing reconciliations as requested.
- Monitor Specialists to make sure phone calls for assigned clients, as well as any other client, are answered per policy (within 4 rings).
- Monitor Specialists in the open enrollment process for assigned clients.
- Monitor Specialists to assure the accuracy of their client(s) database and to assure that all changes to the database are timely and accurate.
- Conducts various presentations upon request
- Attends various meetings, benefit Fairs and other activities as required

- Perform other duties as assigned, including Specialist duties and responsibilities for certain clients, as assigned. (See Benefit Specialist position description attached.)

**Desirable Qualifications:**

The preferred candidate will any combination and experience equivalent to graduation from an accredited college or university with a Bachelor of Arts degree and five (5) years of progressively responsible administrative experience, preferably in benefit administration, personnel administration or closely related field.

**Compensation and Benefits:**

Salary: DOQ

Benefits: A full range of employee benefit is available as part of compensation