

SUPERVISOR, CLIENT SERVICES

Performs leadership duties and provides direction for the Account Management (AM) staff and the Customer Service (CS) staff under the authority of the Manager of Client Services.

Job Responsibilities

- Performs training and oversees AM Department personnel and CS Group Leaders.
- Assists in development of standard documents, forms, and administration procedures.
- Prepares correspondence and memoranda.
- Assists in organizing and prioritizing AM and CS Department workload.
- Undertakes periodic reviews of all materials sent out by AM Department.
- Monitors the day to day activities of the CS Department to ensure that goals are met.
- Prepares and conducts annual reviews of personnel in the AM Department and approves annual reviews of personnel in the CS Department.
- Accompanies employees to enrollee, new group, renewal, and service-related meetings.
- Conducts daily/weekly meetings with AM teams and CS Group Leaders to discuss workloads and ongoing issues.
- Updates Well Living Appeal Requests using the Well Living Portal.
- Manages Rx Vendor Reimbursement Requests for all Rx vendors.
- Completes Zywave Data Extract Requests for Express Scripts.

Job Requirements

- Experience in the insurance industry, preferably in a third-party administration setting.
- The ability to learn to read and interpret policies, certificates and plan documents in order to advise plan administrators of potential administration or compliance problems.
- A general understanding of ERISA, COBRA, TEFRA, and applicable state laws.
- Strong oral and written communication skills to instruct and advise others effectively.
- Strong organizational skills and the ability to prioritize work to meet departmental goals.
- Effectively use a calculator and computer with Microsoft Word and Excel software.

If you have any questions regarding a specific job position or completing the [MedBen Employment Application](#), please contact MedBen Human Resources Generalist Pam Johnson at (740) 522-7552 or pjohnson@medben.com.

MedBen is an equal opportunity employer, and we consider applicants for all positions without regard to race, color, religion, gender, national origin, age, marital or veteran status, the presence of a non-job related medical condition or disability, genetic information or any other legally protected status.

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