

Position Description

Position Title: Administrator **Date:** April 2024
Department: Administration / Specialty Services Unit **Reports to:** Director of Admin Services
Position Location: Hybrid schedule after successful completion of training (typically 6 months)
Position Classification: Hourly, Non-Exempt

JOB SUMMARY

This position is responsible for the data entry, eligibility review, COBRA notification and claim processing for the Administration (“Admin”) and Specialty Services (“SSU”) departments.

SPECIFIC DUTIES

- Process information from phone documentation, emails, electronic workbaskets, and US mail into internal software systems
- Respond to internal and external inquiries from client base and COBRA qualified beneficiaries - Initiate and document outgoing calls and emails and receive and document incoming calls and emails from clients, agents, and internal customers
- Provide support to MedBen Customer Service Department and internal MedBen employees with COBRA-related questions, eligibility, and other product-related questions
- Complete output of daily, weekly, and monthly reports, such as COBRA letters, eligibility files, and other system-generated letters, and terminations
- Process benefit reimbursement forms, eligibility review, coordination of benefit updates, ID card orders, and benefit schedules
- Process COBRA group enrollment applications
- Provide backup to Administrative Assistant when working onsite
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- High School diploma or equivalent
- Excellent problem-solving and resolution skills
- Highly organized and detail-oriented with exceptional inputting skills
- Ability to comply with plan documents and established procedures
- Exceptional communication and interpersonal skills to work effectively with internal and external customers
- Ability to prioritize tasks, manage time efficiently, and meet deadlines - Strong attention to detail in order to maintain accurate records
- Demonstrated experience with Microsoft Office and similar PC-based software programs

SCHEDULE

Individual team member schedules vary in order to cover department hours of 7:00 am – 5 pm Monday – Friday. Monday – Thursday assigned schedule is 7:00 am – 3:30 pm, 7:30 am – 4:00 pm, 8:00 am – 4:30 pm, or 8:30 am – 5:00 pm. Rotating Friday schedule of 8:30 am – 5:00 p.m. shared among the team.

If you have any questions regarding a specific job position or completing the [MedBen Employment Application](#), please contact MedBen Human Resources Manager Jill Evans at (740) 522-7382 or medbenhr@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.

Self-funding Saves. MedBen Delivers.