

Position Description

Position Title: Administrator **Date:** September 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, customer support, and administrative tasks associated with various benefit plans within the Administration (“Admin”) and Specialty Services (“SSU”) departments of MedBen.

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, qualified beneficiaries, agents, and internal customers
- Support MedBen Customer Service Department and internal employees with COBRA-related questions, eligibility, and other plan-related questions
- Complete output of daily, weekly, and monthly reports, including eligibility files, and system-generated letters
- Process benefit reimbursement forms, eligibility review, coordination of benefit updates, ID card orders, and benefit schedules
- Process 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
- Intermediate Microsoft Office and similar PC-based software programs
- Highly organized and detail-oriented with exceptional inputting skills
- Ability to read, interpret, and comply with plan documents and established procedures
- Professional communication and interpersonal skills to work effectively with internal and external customers
- Ability to prioritize tasks, manage time efficiently, and meet deadlines
- Dependable with the ability to focus, work independently, and with a team

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.

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