

Position Description

Position Title: Administrative Assistant **Date:** April 2026
Department: Administration/Specialty Services Unit **Reports to:** Manager of Administration
Position Location: Onsite
Position Classification: Hourly, Non-Exempt

JOB SUMMARY

This position is responsible for the data entry and administrative clerical functions of the Administration (“Admin”) and Specialty Services (“SSU”) Departments.

SPECIFIC DUTIES

- Perform a variety of administrative tasks in support of department needs, including copying/scanning/logging/filing, data entry, processing outgoing and returned mail
- Prepare and mail supplies, ID cards, certificates, and other documents requested by Employers and Plan Participants
- Research and resolve daily, weekly, and monthly Administration and Specialty Services Unit (SSU) error reports
- Process Flexible Spending Account (FSA) Debit Card claims
- Prepare and distribute COBRA, FSA and Health Reimbursement Arrangement (HRA) monthly reports
- Run health, dental, vision ID cards and insurance schedules
- Maintain department’s supply order
- Prepare, review, distribute, and/or process a variety of daily, weekly, monthly, and annual correspondence
- Other duties as assigned

PREFERRED KNOWLEDGE, SKILLS, AND EXPERIENCE

- High school diploma or equivalent
- Professional verbal, written, and interpersonal communication skills
- Detail-oriented with exceptional organizational and time-management skills
- Highly accurate with an ability to consistently produce error-free work
- Proficient in Microsoft Office 365 applications, including Word, Excel, Outlook, and Teams, as well as web and PC-based programs
- Able to maintain procedural and data accuracy within established timeframes and deadlines
- Ability to receive and apply feedback and instructions
- Committed to providing excellent customer service within established HIPAA-compliant privacy laws
- Reliable self-starter willing to research and problem-solve as well as follow directions
- Prior administrative experience preferred, including the use of a photocopier, scanner, fax machine, and other office equipment

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.

Due to high volume business need, this department has vacation blackout periods during June and December.

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.

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