



Position Title: Assistant Account Manager

Department: Client Services

Reports to: Operations Manager

Primary Functions: Provide assistance to Account Managers and our clients to include:

- Assist their Acct Mgr with the development of set-up guides, implementation guides and benefit guides
- Handle putting together enrollment kits & benefit guides
- Provide technical support on how to use Benefitfirst to our clients via our Benefits Helpline
- Provide excellent customer service through timely and accurate completion of all job responsibilities

Objectives

- Add a layer of efficiency to the new business & renewal process
- Develop expertise in using Benefitfirst
- Provide support to Acct Mgr
- Display a sense of urgency for monitoring the New Business & Renewal Timelines
- Provide excellence in customer service to our clients
- Develop skills that will position you as a future Acct Mgr candidate

Major Responsibilities

- Process new hires in Benefitfirst
- Process EOI's and EOI status updates
- Mail opening and distribution
- Production error report
- BCBS quarterly audits
- Individual bill audits
- Create election forms from Benefitfirst
- Life age reductions
- Payroll files
- Audit files
- Perform other duties as assigned

Working Conditions and Physical Requirements

- Normal office environment
- Prolonged computer work daily
- Some lifting may be required to move equipment, files and supplies

Education and Experience

- High school diploma or equivalent work experience in human resources, insurance or financial services