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**Position Title:** Data Manager  
**Department:** Client Services  
**Reports to:** Operations Manager

### **Summary**

The Data Manager works closely with Account Managers, Assistant Account Managers, and IT to effectively customize enrollment platforms within Benefitfirst to fit the unique needs of our clients. The Data Manager is responsible for managing all aspects of Benefitfirst enrollment platform, including providing technical support for researching enrollment and billing issues, and managing technical issues which impact persistency. This position must have an in-depth understanding of information management. The Data Manager is also responsible for producing billing statements for our clients based on the data retrieved from our system.

### **Major Responsibilities**

- Customize client-specific enrollment platforms, using Benefitfirst; including complex level calculations and perform multifaceted data manipulation functions
- Participate in pre-enrollment planning roundtables to discuss enrollment expectations and Benefitfirst requirements
- Partner with the AMs, AAMs, and IT during the acquisition or re-enrollment stages to identify the client's enrollment and data return needs
- Maintain accurate and complete documentation of build specifications for enrollment and data return processes
- Investigate and resolve data quality issues and, including enrollment, billing, and Benefitfirst technical issues
- Query account information in Access electronic format on our system
- Provide research reporting on an as needed basis
- Collaborate with IT on technical issues, assisting with research and providing testing support
- Produce detailed client-specific billing statements
- Maintain a working knowledge of insurance products; including specifications and complex calculations
- Maintain internal and external confidentiality of sensitive agency, client, and enrollee information

### **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**

- Intermediate level knowledge of Microsoft Office products: Access and Excel
- Strong, cross-functional team player that works within, and in support of, a team environment where exceeding client expectations is a priority
- Ability to prioritize and work effectively on multiple tasks in a fast paced environment
- Effective interpersonal and relationship management skills
- Well organized, self-motivated and able to work independently
- Ability to consistently process increasing volumes of accurate transactions
- High ethical standards and the desire to maintain agency confidentiality