



Job Description

Administration- Practice Leader

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Position Summary

The primary purpose of this position is to directly manage the practice for all related administration clients who sponsor employee benefit plans (primarily retirement and healthcare benefits) for their employees and to assist in training the Administration Consultants, Administration Senior Analysts, Administration Analysts and Administration Interns.

The individual must handle projects with a high-quality deliverable with little virtually no guidance from other consultants.

This position requires a very strong technical background in the key areas mentioned below. Strong communication skills internally through the management of people and externally with clients are required.

Ability to assist with business development is a necessity for this role. This individual would work with the Managing Partner to develop business through contacts of the firm.

Position Specifics

Approximately 25% of time spent performing the *Customer Service* functions (handling call center) and 40% of time functioning as *Benefits Administration* functions and 35% of time assisting with business development activities.

Role Description

Customer Service

- Manage call center
- Create and enhance quality control procedures and improve efficiency
- Perform risk management functions and resolve any related issues

Benefits Administration

- Create and enhance quality control procedures for efficiency
- Perform risk management functions and resolve any related issues
- Overall management of benefit calculation projects and deliverables provided
- Review calculations/administration of benefits
- Consult with client(s) on special projects such as nonstandard benefit calculations, benefit statements, changes to requirements, special programs or other administrative requests
- Maintain current knowledge of client specific plan provisions
- Leverage technical knowledge, train and coach other team members to produce desired results

Qualifications

Technical Skills:

- General: Ability to navigate in a Windows-based system through a series of databases
- Specific: Proficient in software such as PeopleSoft, Siebel, Access, Excel-preferred)

Other Skills:

- Previous management of call center preferred
- Previous management of benefits administration practice required
- Strong interpersonal communication skills
- Commitment to serving clients
- Problem solving and decision making skills
- Ability to work independently and on team
- Strong project management skills to meet multiple deadlines; ability to prioritize
- Demonstrate flexibility to work additional hours when client needs dictate
- Act as resource for wide variety of special projects (preferred, not required)

Education Requirements

Bachelor or Associates degree in addition to one year of customer service related experience, -or- high school diploma or equivalent and two years related experience.