

Job Description

Administration Consultant

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Position Summary

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

The Administration Consultants must final review projects with a high-quality deliverable with little guidance from other consultants. This position requires a very strong technical background in one or more of the key areas mentioned below. Strong communication skills internally through the management of people and externally with clients are required. Opportunities for business development will also be provided, as appropriate.

Position Specifics

Approximately 50% of time spent performing the *Customer Service* functions (handling call center) and 50% of time functioning as *Benefits Administration* functions.

Role Description

Customer Service

- Manage call center for a book of business
- Make suggestions for quality control procedures and for improved efficiency
- Inform others of risk management issues and take steps to resolve any related issues
- Manage the following tasks: calls from our clients' employees; processing of transactions; answering questions; indentifying and resolving issues; responding to inquiries related to their retirement plans, health, savings, or other human resource-related services.
- Understanding client's or participant's requests and anticipate future needs by explaining/suggesting/providing additional information that the customer needs to know.

Benefits Administration

- Review preparation of data
- Review calculations/administration of benefits
- Manage benefit calculation projects and deliver results to clients
- 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 call center experience required
- Previous benefits and/or HR experience 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.