



MGIS Staff Management, Inc.

Position Title:	Account Manager	Location:	Salt Lake City
Department:	Benefit Administration	Reports To:	Customer Service Manager
FSLA Status:	Non-Exempt	Approved By:	Human Resources

Position Summary

Account Managers are responsible for enrolling, renewing and ongoing service for group benefit coverage. Provide administrative services to department, make necessary group plan changes and provide ongoing support to the groups and agents/brokers. Provide basic knowledge of group benefits to HR Directors and agents/brokers.

Essential Duties and Responsibilities include the following

- Enter and update member, group and coverage information into administration system for billing purposes.
- Prepare or update group benefit summary (GBS), riders, endorsements, administration manual, certificates and booklets to be delivered to the group or member.
- Submission to agents and groups in a timely fashion
- Extensive interaction with brokers and representatives.
- Process Medical Underwriting requests and follow-up until a decision is received.
- Enroll, update and terminate coverage, locations, and members as needed
- Request, verify, process and submit all the necessary completed forms from the member or group to the carrier
- Communicate any carrier matter or notification letters to the group and agent.
- Send monthly billing statement to group; monitor billing statement for low participation, errors, and changes; collect on past due invoices; send lapse letters
- Make group billing changes: manual adjustments; terminations; salary adjustments; spelling errors; billing contact; address changes; sabbatical requests; absolute assignments; riders; anniversary change; name change; set up new billing locations and codes on existing business; download census; check payments
- Provide ongoing customer service to groups and agents and facilitate with carrier.
- Create and maintain data files based on producers, requests, and follow up; and file enrollment cards and all correspondence
- Print and fax 5500 reports
- Assist in training of new employees
- Interact well with others

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires extensive interaction with brokers/agents and coordination with various departments within the company. Experience in working with benefits brokers/agents/producers preferred. High School Diploma is mandatory.

EDUCATION and/or EXPERIENCE

Associates degree with two-years of related experience; or an equivalent combination of education and experience is required. Preference will be given to individuals with a current life and health license.

SKILLS

Must have EXCELLENT communication and professional skills to effectively address and service producer requests. Must be able to multi-task and function effectively in a high paced, demanding atmosphere. Applicant must be able to provide effective and professional communication by phone or email, and coordinate with other internal departments. Must be able to assume full responsibility for requests. Qualified applicants will be analytical; computer literate; organized; efficient; and be able to speak and write intelligently providing good customer service. In addition, applicants must be willing to do any and all other tasks that may be assigned and be able to get along and work cohesively with others.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of Microsoft Word and Excel.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.