Benefit Counselor

Job Status: 1099 Reports to: Benefit Enrollment & Account Coordinator

*Job Summary:*

The benefit counselor will provide a high-level benefit consultation experience to employees on insurance products offered by their respective client organizations during annual, new hire or qualifying life enrollments. As a benefits counselor, you will advocate as it relates to employee claims and wellness benefits, act as liaisons to maintain and establish great working relationship with client organizations.

*Essential Functions:*

* Ability to maintain documentation in a concise, accurate, and timely fashion.
* Attend training, client, team meetings as applicable.
* Communicate issues and errors to Benefit Enrollment & Account Coordinator
* Become an expert in benefits insurance to help answer questions, educate, and enroll assigned employees in all benefit plan options offered.
* Support employees during claims management, and provide an high level of customer support through all interactions with clients and assigned employees.

*Non-Essential Functions:*

* Coordinate activities throughout the company to ensure efficiency and maintain compliance with company policies.
* Assists other support staff with their assigned duties in enrollment services and HR managed services.
* Other duties as assigned by the Benefits Enrollment & Account Coordinator

*Required Skills/Abilities:*

* Excellent verbal and written communication skills.
* Familiarity with benefit administration software systems.
* Excellent organizational skills and attention to detail.
* Excellent time management skills with a proven ability to meet deadlines.
* Excellent multi-tasking skills.
* Ability to prioritize tasks and to delegate them when appropriate.
* Ability to function well in a high-paced and at times stressful environment.
* Proficient with Microsoft Office Suite or related software.

*Education and Experience:*

* Insurance license in accident, life, and health
* H.S Diploma/GED required
* Benefits enrollment experience preferred
* Minimum 6 months experience using Microsoft Office and experience navigating multiple systems without assistance
* BA/BS Degree or equivalent, is preferred
* Bilingual (Fluent in Spanish and English- written and verbal) is a plus

*Physical Requirements:*

* Must be able to remain in a stationary position 50%
* The person in this position frequently communicates with employees. Must be able to exchange accurate information in these situations.
* Prolonged periods sitting at a desk, working on a computer, and using a telephone or cell phone.
* The ability to lift 15 pounds at times.

Nothing in this job description restricts management’s right to assign or reassign duties and

responsibilities to this job at any time.