



## **Strategic Benefits of Cincinnati**

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# **BENEFIT SPECIALIST**

## **Company Overview**

Strategic Benefits of Cincinnati is a full-service group benefits broker. As a local agency, we represent all major carriers to provide comprehensive employee benefit programs to our clients. We have over 700 group clients in the Greater Cincinnati area, ranging in size from 2 to nearly 1,000 employees. We partner proactively with our clients to assist them in meeting their benefit, health and wellness goals.

## **Position Summary**

To address enrollment issues as brought up by Strategic clients and their employees to intake enrollments, process terminations, and employee plan changes. Must communicate well with Benefit Consultants and Benefit Advocates. Benefit Specialist regularly practices discretionary decision making on a daily basis.

## **Essential Duties and Responsibilities**

- Works directly with Benefit Advocates to enroll, terminate or change and employees benefits
- Acts as a liaison with insurance carriers to resolve enrollment issues.
- Intake open enrollment changes and process with the Carriers.
- Attend training opportunities to increase industry knowledge.
- Assist Benefit Consultants with audits and submits changes in a timely manner.
- Process address changes, request employee id cards and confirm benefit changes.
- Assist with special projects as needed (i.e., BKB updates, open enrollment guides, election forms).
- Scrubs enrollment forms to ensure group number and other pertinent information is included. Communicates with employer groups to verify receipt and follow up.
- Answer email and maintain a rapid response rate according to the agreed standards.

## **Core Competencies and Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty as described satisfactorily and promptly. The requirements listed below are representative of the knowledge, skills, and/or abilities required:

- Excellent problem-solving skills. Persistent to achieve the end result resolution.
- Strong organizational skills, including daily prioritizing and logical thinking.
- Service-oriented; kind, compassionate, and willing to work hard on another person's behalf.
- Good communication skills, especially verbally and over the phone. Clarity and accuracy are key.
- Excellent phone skills, being responsive, empathetic, and honest with the information to be shared.
- Able to manage multiple projects simultaneously and successfully.
- Able to work with others in teams. Promotes cooperation and shared successes throughout the company.
- Shares ideas for improvement.
- Knowledgeable in Excel as well as other Microsoft office programs.
- Understanding of HIPPA and related caution with secure emails sending personal health information.

## **Education and Experience**

- Bachelor's Degree or 2 years of related work experience



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