

**Team Lead - Benefits Administrator**

This position will directly to the Manager of the Administration Department.

**Primary Duties and Responsibilities:**

- Demonstrate a superior commitment to meeting customer needs by providing prompt, accurate responses to clients requesting information on group health/dental benefits and related procedures.
- Work with Dehoney's Group Insurers to resolve claims and service issues.
- Escalate issues to Management to ensure customer expectations are met when standard procedures are inadequate in meeting specific needs.
- Accurately produce and release monthly client billing statements.
- Process enrolments, changes, and terminations
- Reconcile and validate clients' payments, billing statements and member data records with insurance carrier records.
- Interact with and support Group Account Managers on matters pertaining to shared clients by documenting responses to service inquiries utilizing Dehoney's procedures
- Recognize sensitive accounts and address any related issues with the Group Account Manager and/or Bill Lane
- Support other administrators and managers when required to ensure that departmental administration and client service deliverables are achieved.
- Evaluates and devises ways to continuously improve team operations, while leading by example by setting the standard for team accomplishments and achievements.
- Setup and maintain new client accounts and ensure all client and member records are maintained and are up to date.
- Reviews applications for accurate and complete information and initiates appropriate follow-up procedures.
- Manages day to day work flow of the team, while continually improving team performance

**Required Qualifications**

- Minimum 4-5 years' experience in the benefits field with 1-2 years of supervisory experience
- Business Education Diploma
- GBA completion or working towards GBA is a must
- Excellent written and verbal skills
- Proficient MS Office skills, including Word, Excel, and Outlook
- Ability to adopt and apply new concepts quickly and readily
- Exceptional attention to detail

If you are a high energy individual who enjoys working collaboratively in a dynamic organization, this could be the role for you!

Please apply with resume and cover letter to: [careers@jouta.com](mailto:careers@jouta.com)

We thank all applicants for their interest and only those shortlisted will be contacted.

