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<b>TITLE:</b>	Client Benefits Account Manager
<b>DEPARTMENT:</b>	Benefits
<b>REPORTS TO:</b>	Benefits Manager
<b>FLSA:</b>	Exempt

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**Position Summary** - This position provides administrative support for client-specific and PEO Master Benefit Plans. The successful candidate offers assistance to clients, or directly manages the accurate enrollments, changes, and terminations of employee benefits with clients, vendors, agents, and within our payroll system. The HR Benefits Administrator provides ongoing support to clients in the day-to-day administration of their benefit programs and works effectively with others to promptly resolve all variances and to assure complete client and employee satisfaction.

### Essential Duties and Responsibilities

1. Masters Kronos and Worklio HRIS systems for the administration of both non-PEO and PEO client benefit plans.
2. Sets up new and renewal benefit plans within the HRIS payroll system for each client; confirms the plan specifics with client, agent, and/or insurance carrier to ensure accuracy.
3. Demonstrates an understanding of employee benefit plan design, provisions and the regulatory environment with the ability to effectively communicate these with clients and employees.
4. Offers open enrollment support to PEO clients; conducts open enrollment meetings for PEO clients upon request, explains benefit options to their employees and answers benefit questions; collects and processes enrollment paperwork.
5. Communicates PEO enrollments to master plan insurance carrier and/or client's agent.
6. Adds, end-dates or revises employee deductions as needed; calculates refunds or missed deductions and schedules refunds or recoveries with prior client and employee approvals; notifies payroll department of changes.
7. Creates or revises plans within the HRIS system and verifies deductions are correctly processed; enters or assists HRIS clients with attaching plan deductions to participant employees; trains clients on processes as needed.
8. Maintains updated, accurate benefit plan deductions for new hires, terminations, qualifying status changes, plan renewals, etc.
9. Communicates effectively and professionally with clients and their employees, agents, and insurance carriers as a brand ambassador for Propel HR.
10. Manages positive client relationships with the Propel HR benefits department through oral and written communication, including on-site visits and frequent touchpoints.
11. Handles special projects and assignments as requested.

### Minimum Qualifications (Education, Experience, Skills, Abilities)

- Bachelor's Degree in Human Resources or other business-related field preferred
- Minimum of 2-3 years benefits administration experience with a large employer (1000+ ees)
- PEO experience a plus
- Extremely detail-oriented with auditing and/or reconciliation experience
- General working knowledge of Excel including the use of common functions
- Kronos, Worklio or other HRIS experience a plus
- Exceptional customer service skills a must
- Excellent communication skills (both written and verbal) required; ability to work well with a team or independently
- Thrives in constant, fast-paced environment with the ability to complete tasks with a high degree of accuracy
- Ability to function well in an environment that presents frequent interruptions and moving targets



## Client Benefits Account Manager Job Posting



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### Physical Demands and Work Environment

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

While performing the duties of this position, the employee is regularly required to talk and/or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools or controls. Extensive periods of sitting are required as well as reaching with hands and arms. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually quiet to moderate.