



Central Data Services
60 Blvd. of the Allies, 5th Floor
Pittsburgh, PA 15222-1219
Phone (412) 201-2242
Fax (412) 201-2250
**Employee Benefit Plan
Administration**

Assistant Benefit Administrator – Downtown Office, Pittsburgh, PA

Central Data Services, Inc. is the largest locally-owned and operated employee benefit services firm in the greater Pittsburgh area. We are seeking candidates interested in working in a fast-paced environment specializing in health benefit administration and client and customer service to fill a full-time Assistant Benefit Administrator position.

The Assistant Benefits Administrator is responsible for overseeing all aspects of the Health and Welfare and Pension administration process. This individual allocates resources and manages workflow within a dedicated client service team as well as supports administrative and operational goals. Other responsibilities include assigning projects and responsibilities to individuals, assuring compliance with government standards and methodologies, and maintaining client satisfaction.

ESSENTIAL JOB FUNCTIONS

- Maintain records and compile statistical reports concerning client-related data such as implementation processes, enrollment data, and administrative scores.
- Communicate with Auditors and Vendors to prepare required annual IRS filings for clients
- Ensure client compliance with federal and state laws, including reporting requirements, ensure complete DOL check list for all required Plan record keeping
- Rely on excellent leadership and interpersonal skills to initiate and maintain executive-level interactions and customer satisfaction
- Serve as primary contact for member problem resolution and intervention; provides escalated member service procedures and follow-up
- Collects carrier renewals, ensures carriers and other service partners are meeting their obligations to mutual clients
- Serve as a client contact assisting in identifying and resolving problems, organizing materials for meetings, potential meeting attendance and providing general updates
- Conducts quality audits to ensure accuracy of all manual and electronic processes including but not limited to eligibility, reimbursement accounts, pension/ ACH files, refunds and transfers
- Ensures HIPAA regulations are followed. Ensures file transmissions follow encrypted protocols, staff are following guidelines for disclosure of PHI and e PHI, participates in team HIPAA risk assessment and training
- Manage team of account managers, coordinators and administrative staff. Conduct interviews, hiring, training and staff feedback. Manager responsible for team development and training,
- Draft and compile member communication, including annual enrollment mailing and mass mailing materials
- Staff Training: Ensure staff is continuously provided with the training tools necessary to perform their job functions. Training areas include but are not limited to: client benefits, ACA requirements, member education and member correspondence
- Staff Development: Prepare reports, such as organization and flow charts, and career path reports, to summarize job analysis and evaluation of staff development.
- Tasks and projects assigned by manager



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NON-ESSENTIAL JOB FUNCTIONS

- Serve as a point of contact between carriers and participants to assist in resolving benefit related issues
- Obtain relevant industry related information including ACA compliance and collective bargaining contracts
- Maintain client checklist to ensure billing, enrollment and all other client administrative work is completed timely
- Ability to identify and resolve billing errors regarding Employer and/or participant invoices
- Ensure proper training provided to all new and existing staff during initial training period and when changes to current processes are made

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Bachelor's degree or Associate's degree with two (2) years prior healthcare and customer service related experience preferred or equivalent of three (3) years' work related experience required. Must have previous experience managing a team.

Demonstrates proficiency in core MS Office applications including Word, Excel, PowerPoint, Access, and Outlook

Must have the ability to manage their own time throughout day while actively addressing client and team requests

Must also be able to critically think independently and make educated decisions while utilizing the resources available

This is a full-time, exempt position. Working hours are M-F, between 8:30 am – 5:00 pm. This position offers a competitive benefits package including bonus, health and welfare benefits, paid time off for vacation, sick and holiday pay, a 401k plan with company match, and transportation allowance. CDS is a growing organization with great opportunity for learning and career advancement. We are looking for people with a strong work ethic and desire to build a career.

All interested candidates are encouraged to apply directly through the company website at www.cdsadministrators.com.