



POSITION: COBRA Administrator
DEPARTMENT: Consumer Driven Services

JOB RESPONSIBILITY SUMMARY:

The COBRA Administrator is responsible for processing all COBRA related functions as participants are termed from their healthcare providers, and maintaining client set up and relationships.

ESSENTIAL FUNCTIONS:

- Maintain high levels of customer service to the client and their members, as well as co-workers.
- Upon notification from employer, process all terminations in system adhering to Government & quality assurance guidelines
- Generate and mail QE (Qualifying Event) letters to terminated employees within 14 days from receipt of client notification
- Post all COBRA payments received to the appropriate accounts
- Display high levels of quality that is measurable through random quality audits
- Responsible for new client implementations, with timely follow through from start to finish
- Manage client rate renewals accurately and timely
- Work the COBRA@CustomDesignBenefits.com email box to appropriately distribute communication for processing
- Work personal email box to appropriately handle requests and respond within two hours
- Work voicemail box to appropriately handle requests and respond within two hours
- Be an expert on subject matter pertaining to rules and regulations of COBRA or have resources available
- Work email to appropriately distribute communication for processing
- Respond to email and voicemail within two hours
- Own the integrity of the Access database for their client base
- Manage client expectations
- Electronically file all client-related paperwork in appropriate location
- Create and send adhoc reports to clients

ESSENTIAL SKILLS AND EXPERIENCE:

- Communication skills - verbal and written
- Interpersonal skills
- Ability to handle difficult situations and work under pressure
- Problem solving skills
- Decision making skills
- Organizational skills
- Strong customer focus and sense of urgency
- Ability to handle a variety of activities at the same time
- Systems/WEX - understand program and research issues with our vendor as needed
- Microsoft Outlook, Access, Excel and Word
- Ability to prioritize work

Qualified candidates should send a cover letter, resume and salary expectations to careers@customdesignbenefits.com.