



POSITION: FMLA Administrator

JOB RESPONSIBILITY SUMMARY:

To implement and administer our FMLA group clients and the leaves for their employees, coordinating with our short-term disability administrator when applicable and loading data from groups into our processing system.

ESSENTIAL FUNCTIONS:

- Maintain high levels of customer service to the client and their members, as well as co-workers.
- Partner with other departments within CDB to expedite and improve timeliness of work-flow.
- Ensure that priority issues are identified and escalated to the appropriate person.
- Ensure that all CDB standards for telephone customer service are adhered to so that standards for daily goals are met or exceeded.
- Work closely with Management to ensure proper, timely & accurate communication regarding all potential issues & customer complaints.
- Work closely with Manager of Consumer Driven Services to ensure a high level of awareness of issues that may cause client complaints.
- Work personal and FMLA email box to appropriately handle requests and respond within four hours, when possible.
- Work voicemail box to appropriately handle requests and respond within two hours, when possible.
- Manage implementation of new groups and changes/improvements to the FMLA process including facilitating client meetings when needed.
- Manage eligibility of current, new and terminated employees.
- Assist in preparation and mailing of employee education material.
- Own the integrity of all FMLA client's status in our customer relationship management (CRM) platform.
- Ensure correspondence with the client and employee meets the guidelines of the FMLA and its regulations.
- Save all emails & documentation into the appropriate leave or public folder.

ESSENTIAL SKILLS AND EXPERIENCE:

- Communication skills- verbal and written
- Interpersonal skills – vendor and internal relationships
- Ability to handle difficult situations
- Problem solving skills
- Decision making skills
- Strong customer focus and sense of urgency
- Ability to manage multiple assignments simultaneously and completing accurately and timely; strong attention to detail
- Understanding of Window's-based computer software
- Understanding of the significance of the customer relationship and having a desire to constantly enhance that relationship
- Advanced problem solving skills with ability to review at detailed level
- Proven advanced organizational skills
- Ability to prioritize work

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