

FMLA Administrator

Are you looking for a *career*, not just a job?

At Custom Design Benefits, we are a team built with CARE – Commitment, Accountability, Respect & Integrity, and Excellence. We are a third-party administrator who manages healthcare benefits for our self-funded clients.

Tasks:

- Maintain a high level of customer service by meeting our response time of 2 hours.
- Manage the implementation of new FMLA clients including facilitating client meetings when necessary.
- Handle the eligibility of current, new, and terminated employees.
- Keep client records up to date, accurate, and in compliance with the DOL and FMLA standards.
- Assist in preparing and distributing employee materials.
- Ensure that all correspondence with clients and employees complies with FMLA regulations.
- Utilizes multiple software and digital tools timely and effectively to retrieve member information for calls, emails, or letters.
- Identify and escalate priority issues to the appropriate personnel.
- Other duties as assigned.

Our Ideal Candidate:

- Well versed in FMLA Administration
- Excellent Communicator
- Learner
- Critical Thinker
- Problem Solver
- Positive
- Reliable
- Self-Starter
- Achiever
- Team Player

Send your resume to careers@customdesignbenefits.com to apply today!