

POSITION DESCRIPTION

Title:	Administrator (Insurance)
Department:	Data Services
Immediate supervisor:	Team Leader Data Services

CORE ACCOUNTABILITY

An effective administrator is responsible for monitoring insurance coverage information reported by employers to Vestcor's Administration System and validating it against the Insured Benefits Card for members eligible for all insurance programs. Responsibilities also include other administrative functions to ensure that member records are accurately kept up to date. An administrator is expected to have a solid understanding of the Insurance coverage and premiums reported in order to:

- Recognize missing Insurance premiums or coverage in accordance with coverage elected.
- Identify discrepancies in information reported by analyzing exception reports.
- Maintain member records related to pension plan and insurance beneficiaries and other demographic information.

An administrator must continue to learn and increase their understanding of the pension and employee benefits business as well as how their role and work impacts the organization or member.

MAJOR RESPONSIBILITIES

Working as a member of a team in providing quality customer service to internal and external clients, the administrator will provide timely updates and changes as needed based on the details of the Insured Benefits Card or beneficiary details, as well as scanning member enrollment forms / change cards and corresponding with employers for corrections or clarifications. Other duties include overseeing the late application process to add optional insurance coverage as well as an annual open-enrollment process for adding Dependent Life coverage. They must also analyze exception reports for inaccurate data and perform backup functions related to scanning member files. Timely and accurate updates are necessary to ensure that the data is correct prior to the release of Employee Benefit Statements.

COMPETENCY PROFILE

1. High School Diploma and two years of related experience.
2. Some knowledge of employee benefits and insurance programs.
3. Strong customer service experience and the desire to provide excellent customer service.
4. Strong analytical and problem-solving skills.
5. Attention to detail and a team player.