



## **JOB DESCRIPTION**

**Job Title:** Group Administration Supervisor    **Reports To:** Director of Client Services  
**Position:** Full-time

### **OVERVIEW**

The Group Administration Supervisor coaches, counsels, and trains a staff of Group Administration Coordinators in accordance with company policies, applicable labor laws, and regulations regarding COBRA. The Supervisor is responsible for promoting quality, superior customer service, and identifying enhancements and changes to workflows to increase effectiveness and productivity. Provides on-going feedback on what is going well and areas for improvement/growth. Must be able to make independent decisions, multi-task and prioritize tasks, and with other internal departments to meet company goals.

### **KEY QUALIFICATIONS & EXPERIENCE**

Possesses strong/broad understanding of the Group Administration process/workflows, eligibility determination in accordance with Specific Plan Documents, and COBRA administration. Knowledgeable with the various system applications used by Group Administration (i.e. PBM websites, Red Card, processing platforms). Understands Self Funding and Third Party Administrating concepts and how decision making impacts the "big picture". Is considered a resource for others as it relates to enrollment and eligibility questions and problem-solving. Previous experience in a formal or informal leadership role desired.

Demonstrates ability to work and problem-solve independently --- has taken initiative to research and resolve processing and system issues using available resources and without waiting for direction. Views obstacles encountered as opportunities for improvement and offers ideas and solutions.

Possesses superior Customer Service skills --- seeks to understand expectations of internal and external customers. Knows which questions to ask and what information to verify to get to the root cause of a problem. Outlines options and presents unfavorable information in a manner that demonstrates empathy, is supported by SPD, and reflects a willingness to go the extra mile.

Possesses excellent verbal and written communication skills --- has demonstrated the ability to effectively and professionally communicate information to both internal and external customers. This includes facilitating meetings, conducting training sessions,

organizing and documenting workflows and processes, handling escalated calls, and /or responding to appeals.

Respected by co-workers --- is able to focus on performance and behavior, rather than personality in relating to others and in resolving conflicts/issues. Actively listens and considers all perspectives prior to decision-making or addressing issues. Encourages and helps foster an environment of trust and mutual respect. Constructively addresses issues and holds co-workers accountable. Provides peers with direct and constructive feedback in a positive and professional manner.

Results orientated – understands where tasks and assignments fall into the big picture and organizes and prioritizes accordingly. Diligently follow-ups with Director, peers, other departments, and customers.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Report to work during core business hours (8:00 a.m.-5:00 p.m.) on a consistent, regular basis.

Provide full-time support as a technical resource for Group Administration, other departments, Vendors, and Customers during core business hours on a consistent, regular basis.

Provide training support for new employees and existing staff -- may have a group assigned to stay in touch with eligibility processing and workflows/procedures.

Research, develop, document, and present policies and procedures.

Facilitate Appeals discussions and send appropriate correspondence, when required.

Work with members of staff on identifying training needs.

Create and Maintain Group instruction spreadsheets and other reference material for staff.

Maintain COBRA rates in system(s).

Ensure ID cards are generated accurately and timely for new as well as existing clients.

Create/Maintain consistent Group Enrollment Forms.

Overseeing/Assisting in the accurate set up of Flex plans in MBI and on-line Enrollment.

Coach and counsel employees to meet and exceed quality, customer service, and productivity standards; remove obstacles preventing individuals from meeting goals.

Perform audits as needed.

Perform regular individual and team meetings and complete annual evaluations.

Provide a positive, stable, and consistent presence on the floor.

Coordinate interviewing, hiring, and development of new hires to department.

Address and document performance issues; coach or discipline employees as necessary.

Handle and resolve escalated phone calls/issues.

Identify, resolve, or escalate training, guideline, and/or SPD interpretation issues

Maintain adequate staffing through management of staffing schedules and management of claims inventories

Ensure and Maintain department quality and turnaround time standards.

Evaluate and enter reporting data as needed

Perform other duties as assigned by management.