



Job Description

Job Title: Portal Coordinator

Reports to: Group Administration Manager

Summary:

The purpose of the Portal Coordinator is to setup, maintain, train, and deploy the systems and software to support our web presence.

Essential Duties and Responsibilities:

Setup and maintain online client access systems. This includes our LIN (LuminX Information Network), CEW (Comprehensive Enrollment Wizard), and SharePoint systems.

Work closely with the Plan Build department to coordinate LuminX setup with online setup, including reviewing group available coverage (or GAC) and other items specific to our web offering.

Review existing online setups for professionalism and update as necessary.

Provide technical assistance to members, groups, and staff on the portals as necessary.

Maintain Contact Forum Tool as Super Admin User.

Work closely with Ebix on SharePoint system including problem solving, development of additional system capability, and vendor product single sign on.

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

Provide responsive and professional customer service for both internal and external customers. Must possess both oral and written communication skills

Maintain a positive and professional attitude.

Flexibility to work overtime as dictated by needs of the department and business

Perform other duties as assigned by management.

Experience:

General understanding of Self-Funded Insurance and Third Party Administrator concepts. Experience with creating, testing, and demonstrating online portals to end users. Knowledge in Excel and Word. Ability to navigate through and utilize a variety of PC applications efficiently. Excellent phone etiquette. Ability to proofread and audit documentation and reports. Demonstrated written and oral communication skills required. Strong organizational skills, problem solving and decision making skills

required. Self direction and self starter skills required. Must be able to work core business hours of 8:00 -5:00 Monday – Thursdays and 8:00-4:00 on Fridays. 1-2 years previous Insurance experience in group eligibility and COBRA administration strongly desired.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities. Ability to sit for extended periods of time, regularly access files. Frequent mental and visual concentration required for computer usage. Work is performed largely in an office environment. Hours of work will generally be during regular business hours and average at least 40 hours a week. There will be some variation in work hours due to deadlines, special projects and other concerns.