

## Benefit Support Specialist Job Description

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<b>Department:</b>	Benefit Administration	<b>FLSA Status:</b>	Non-Exempt
<b>Reports to:</b>	Director of Benefit Administration	<b>Position Type:</b>	Full-time
<b>Location:</b>	Milwaukee, WI	<b>Travel Required:</b>	5%
<b>Approved By:</b>	Senior Vice President	<b>Approved Date:</b>	June 5, 2018

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### Position Summary

Under the direction of the Director of Benefit Administration, the Benefit Support Specialist completes administrative and data entry tasks for the Benefit Administration and Client Services departments. The Benefit Support Specialist will support new client implementations, plan benefit changes, and termination requests.

### Essential Duties and Responsibilities

1. Complete data entry into internal systems as assigned.
2. Submit forms for new client implementations, plan benefit changes, and termination requests.
3. Handle basic eligibility and member demographic updates upon urgent request.
4. Run system testing and provide results to benefit coding specialists.
5. Participate in local benefit fairs upon request.
6. Perform other duties as assigned.

### Required Education and Experience

- High School diploma or GED.
- 1+ year of experience with Microsoft Office.
- 1+ year basic data entry experience.

### Competencies

- Ability to read and interpret common employee benefit terminology.
- Excellent skills in data entry and attention to detail with a high degree of accuracy.
- Ability to multi-task and work closely with two operational teams.
- Actively listens, asks questions, and shares relevant information.

### Physical Demands

- Sitting for extended time periods (between 8-10 hours/day).
- Operate typical office equipment such as a computer, telephone, copy machine, etc.