

EB TECHNOLOGY COORDINATOR

DEPARTMENT: EMPLOYEE HEALTH & BENEFITS

STATUS: NON-EXEMPT

REPORTS TO: EB TECHNOLOGY ADVISOR

SUMMARY

The EB Technology Coordinator will support the EB Technology Advisor in regards to technology solutions for our clients.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Research & Service
 - Support the EB Technology Advisor with reviewing and recommending systems for best client fit such as, but not limited to:
 - HRIS
 - Payroll
 - Online Benefit Administration
 - MarketLink
 - Review platforms to ensure configurations comply with health care reform and variable hour compliance.
 - Conduct calls with current service partners as necessary, to assist teams and clients with concerns or current problems.
 - Project management for implementation of HRIS and/or Online Benefit Administration for clients.
 - Project management to ensure EDI feeds are implemented and actively transmitting data to carriers and vendors.
 - Work with carriers, service partners and internal teams when an electronic data integration issue needs resolution.
 - Generate data points for comparison to be used as a Division resource. Keep updated annually with service partner features and functionality releases.
 - Assist with drafting, managing and overseeing the RFP selection process for new service partners.
 - Stay abreast of industry trends and new market entrants as the HCM/HRIS market landscape evolves.
- Internal Support
 - Work with Division associates to provide them training on applicable systems.
 - Act as a Division resource for questions related to systems.
 - Various system testing

EDUCATION AND/OR EXPERIENCE

Successful candidate will be a service oriented individual with high personal standards and a hands-on work style. This position requires an individual who is comfortable working at a varying pace, managing multiple tasks and deadlines simultaneously, adjusting priorities often, and managing frequent interruptions.

This position interacts with and provides service to a large group of internal associates / offices and has high levels of contact with external vendors. The Technology Coordinator must be positive and approachable, and work effectively with diverse personalities. In addition, the following is required:

- Successful work history to include 2+ years of experience in health and welfare products / market and specifically in the field of technology.
- Bachelor degree strongly preferred.
- Professional history must show increasing levels responsibility directly related to the performance of the above duties.
- Strong familiarity with the Employee Health & Benefits marketplace to include unique business industry needs, educational and professional development associations, carriers, and other broker agencies. Strong knowledge of and experience with alternative funding and plan designs.
- Current technical knowledge and understanding of Employee Benefit federal and state legislation.
- Knowledgeable of HRIS systems and benefits administration systems.
- Proficiency with personal computers and Microsoft Office applications (i.e., Word, Excel and PowerPoint) with the ability to operate standard office equipment is required.
- Ability to make independent decisions and use good judgment in addressing and servicing client and team needs.
- Strong communication skills with the ability to provide non-technical explanations to technical matters, and summarize and present information in a clear, concise and accurate written and verbal format.
- Skill in organizing resources and establishing priorities.
- Demonstrated ability to resolve problems and present results neatly, with clarity and precision in oral and written form.
- Demonstrated ability to develop, plan, and implement short- and long-range goals.
- Obtain and maintain a valid, unrestricted California Life & Disability License and meet continuing education requirements.
- Maintain a valid Driver's License & have reliable transportation.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Ability to use computer keyboard and sit in a stationary position for extended periods.
- Work is performed in a typical interior/office work environment.
- 15% - 30% travel is required. Travel consists of 1 – 2 overnight trips per month covering areas both in and out of state. Extended work hours (10 – 12 hrs/day) required on occasion due to attendance and participation at networking and industry functions that begin well before the workday, and may extend well into the evening.