



Job Title: Employee Benefits Administrator
Department: Employee Benefits Team
Reports to: Senior Account Manager and Team Lead
Location: Rochester, NY (Hybrid)
Compensation: \$40,000-\$55,000 with \$5,000 Corporate Bonus Opportunity

Role objectives:

We are a national, multi-line brokerage agency that provides dedicated support and innovative resources to those who provide financial solutions and employee benefits to families and businesses.

Our Employee Benefits Administrator is a motivated, forward-thinking individual who nurtures relationships with KAFL's core values in mind. We work as a team and take pride and ownership of being a trusted partner to our clients.

Responsibilities:

The Employee Benefits Administrator role includes and is not limited to:

- Daily responsibility for dept enrollment email inbox and department general phone line. Process all enrollment and terminations and ensures Account Managers are provide status updates.
- Responds to agent and client inquiries regarding all aspects of their group coverage within department turnaround standards.
- Assists account managers with new business, case design, renewals, and ongoing customer service, including enrollments and terminations.
- Familiarizing and utilizing internal and external technology, carrier, and enrollment portals.
- Assists with enrollment portal and renewal packet set ups.
- Assists with agent and client training.
- Participates in continuous training and enhance personal industry product knowledge to effectively communicate and build credibility with agents and clients.
- Assist with Peer Reviews.
- Follow all internal processes, including saving edocuments and communication protocols.
- Responsible to update Benefit Zone with all individual plans.
- Responsible to download renewal documents, including rate, plan summaries, and SBC.
- Uploads renewal documentation to carriers when required.
- Responsible the medical comparision spreadsheet is up to date.



Skills:

Strong Organizational Skills: Organization and persistence are valuable assets. Recognizes what needs to be done to achieve identified goals. Structures time and prioritizes to meet objectives in a high-volume environment.

Teamwork and Collaboration: Contributes to the efforts of the organization as a team player. Works with KAFL Employee Benefit team to identify and capitalize on opportunities. Has the ability to work in a high-energy, dynamic, and team-oriented environment.

Strong Interpersonal and Communication Skills: Comfortability with all forms of communication - written, verbal & face-to-face. Ability to present information confidently in small and large groups.

Adaptability: Ability to adapt to a changing environment and systems. Able to prioritize and work well under pressure.

Learning: Passionate about learning and has a growth mindset. Strong problem-solving skills.

Qualifications:

- Previous experience in the employee benefits field with 1-2 years of sales experience
- Ability to learn products as well as insurance carriers and internal processes.
- Undergraduate degree or equivalent experience required
- Proficiency with Microsoft 365 & PowerPoint

Our Core values we live by:

Integrity: Our unwavering ethical principles mean you have a partner you can trust.

Respect: Promoting appreciation and cooperation, making it easier to achieve our common goals.

Accountability: Creating a sense of ownership and responsibility, producing impeccable results.

Innovation: Pushing for better ways to serve our advisors.

Collaboration: Believing in the power of working together to win together.