



Job Title: Employee Benefits Administrator
Department: Employee Benefits Team
Reports to: **Employee Benefits Team Leader**

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:

- Assisting the internal team with new business, case design, renewals and ongoing customer service.
- Familiarizing and utilizing internal and external technology, carrier and enrollment portals.
- Assisting with enrollment portal set up.
- Assisting with agent and client training.
- Being able to learn products, insurance carriers and internal processes.
- Being available to step in and take ownership of a task at hand.
- Responding to agent and client inquiries regarding all aspects of their group coverage. Participating in continuous training and enhance personal industry product knowledge to effectively communicate and build credibility with agents & clients



Skills:

- **Strong Organizational Skills:** Organization and persistence are valuable assets. Recognizes what needs to be done in order to achieve identified goals. Structures time and prioritizes to meet objectives. Willing and eager to learn.
- **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.
- **Strong Interpersonal and Communication Skills:** Comfortability with all forms of communication - written, verbal & face-to-face.
- **Business Acumen:** Has a sense of ownership, and drives positive results. Understands when to leverage resources and fiscal responsibility.
- **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.

Qualifications:

- Undergraduate degree or equivalent experience required
- Proficiency with Microsoft 365 & PowerPoint

Our Core values we live by:

- **Integrity** - Doing right by our advisors and clients regardless of revenue outcomes to our organization is of the upmost importance to our team.
- **Respect** - Models respect for others while encouraging a culture of listening.
- **Accountability** - Self-motivated; We would like the candidate to commit to the activity it takes to become a successful sales and marketing professional. This will include independent learning outside of normal business hours as well as a commitment to getting the job done when high priority opportunities present themselves.
- **Innovation** - new ideas are welcome on our team. We look to all members to bring improvement suggestions to our process and service models.
- **Collaboration** - The ability to work with a team includes the ability to develop relationships that promote open communication. The team will expect the ideal candidate to have fun, work hard and make a joint effort to grow as a unit sharing ownership in challenges and success.