

Customer Service Representative (Health Insurance)

Organization:

Palm Beach County Firefighters' Employee Benefits Fund

Location:

West Palm Beach, FL

Job Type:

Administrative highly motivated

The Company:

The Palm Beach County Firefighters Employee Benefits Fund is a nonprofit employee health trust fund. We are dedicated to enhancing and strengthening the health benefit services of our members and their families. The work environment is an office setting and normal office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday.

The Position:

This position is responsible for supporting and providing technical assistance to members, on health, dental, vision and life insurance programs.

The position requires knowledge of:

- Familiarity with the Patient Protection and Affordable Care Act (PPACA)
- Execution (preparation) of various reports
- Health care systems
- Benefit plan design
- Medical terminology

Essential Duties and Responsibilities:

- Serve as the in-house expert on benefits related to health, dental, vision and life funds.
- Provide technical support and assistance to PBCFFEBF's members.
- Work with fund professionals to develop and evaluate RFPs for specific services and vendors.
- Work with fund administrators/consultants/trustees as requested to revise and update existing benefits as well as implement new benefits.
- Work with vendors to ensure contract compliance on pricing and administrative issues.
- Respond to and resolve funds' issues related to the administration of programs.
- Work on marketing initiatives to educate participants.
- Review the terms of existing contracts to ensure that funds have the most favorable pricing.
- Monitor PPACA and other legislative initiatives that may impact PBCFFEBF's health and welfare funds.
- Maintain a strong knowledge of current rules, regulations, and laws issued by federal, state and local agencies; review and evaluate legislative changes in legal requirements that may impact PBCFFEBF's health and welfare funds and affiliates.
- Conduct benchmark comparisons for various benefit programs.
- Lead the development and presentation of educational programs and materials related to benefit products.

- Represent the Fund at meetings, functions and professional organizations as appropriate.
- Work with staff to develop materials to meet the directives and objectives of the Fund, as well as interacting with affiliated union employer and membership in promoting and advancing Fund initiatives and programs.
- Perform other related duties as assigned.

Requirements:

- Must be proficient with MS Office including Access.

Highly Desired:

- 3-5 years of related experience and/or training; or equivalent combination of education and experience.
- Specific experience working in the firefighting/EMS industry and dealing with labor organizations.
- Knowledge of COBRA and PPACA.
- Excellent communication, technical, writing and research skills.
- Ability to work on various projects simultaneously and prioritize tasks.
- Highly motivated and collaborative team member.
- Able to conduct presentations in both a classroom and large group setting.
- Comfortable with social media and technology.

American Disabilities Act Physical Requirements:

The employee must possess physical capabilities at least in an amount equal to the physical demands made by the job:

1. Sitting for long periods of time.
2. Being on the phone and/or computer for long periods of time.
3. Medium work: lifting 20-lbs maximum with moderate lifting and / or carrying of objects weighing up to 10 lbs
4. Working Conditions: This individual spends 95% of his/her time inside an air-conditioned area.

Benefits:

This position includes a benefits package including health, dental, vision and life insurance, SEP retirement and PTO sick/vacation leave.

To Apply:

Interested parties should submit a resume and cover letter outlining your salary requirements and explaining why you would be a good addition to our team and mission. Position to be filled late January 2018.

Web Site Address:

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