

Position Title: COBRA Account Manager

Company: NueSynergy

Reports to: Michelle Santoyo

Position Classification: Full-time, Non-Exempt

HIPAA Training: Level 1 Level 2

Position Summary:

COBRA Account Managers oversee day-to-day COBRA administration for assigned client groups. COBRA Account Managers provide educational support to both participants and employers, maintain positive working relationships with clients, and address internal and external requests in a timely manner. Ideal candidates for this role can proactively identify potential issues and provide resolutions when needed. The primary role of a COBRA Account Manager is to ensure our client's satisfaction while striving for a retention rate of 90% or above.

Responsibilities:

- Oversees day-to-day COBRA administration for assigned client groups
- Builds and maintains positive working relationships with clients
- Addresses internal and external requests in a timely manner
- Meets or exceeds all outlined quality standards
- Provides necessary reporting for client groups
- Proactively identifies potential issues and provides resolution when needed
- Supports participant and employer COBRA calls as needed.
- Manages additional projects as assigned
- Educate and provide support on COBRA services for both participants and employers.
- Ensure client satisfaction and meet retention goal of 98% for you client group

Expectations:

- Foster morale, pride and team spirit among other employees and show respect for co-workers at all times.
- Participate in community affairs.
- Cultivate and maintain and image of respect with all competitors.
- Identify competitors' strengths and weaknesses.
- Stay aware and seek out resources to enhance sales skills
- Maintain and improve professional product knowledge, markets, rules, regulations and other industry issues.
- Recommend possible gains in efficiencies in operations and sales.
- Refer appropriate prospects to other agency departments for cross-selling opportunities.
- Maintain a professional image and conduct at all times.
- Remain calm in all situations
- Act with integrity and maintain honest communications with customers and fellow employees

Qualifications:

Education	High School education required (College experience or degree preferred)
Knowledge	Understanding of Consumer Driven Healthcare products (HSA/FSA/HRA/COBRA/Etc.) preferred.
Skills	<ul style="list-style-type: none"> · Demonstrated advisory skills and ability to deal well with people. · High level of organizational ability. · Excellent communication skills · Friendly, positive, and approachable demeanor · Strong and responsive listening skills · Ability to adapt within and to varying work environments or client locations · Ability to adhere to privacy and confidentiality expectations
Technical Skills	Proficiency with computers, Microsoft Office including Word and Excel, with strong typing skills. Ability to learn and effectively navigate multiple systems and applications efficiently. Strong analytical and problem-solving skills.
Work Schedule	Full-time, non-exempt position. Must be able to work within the standard 40 operating hours of Monday - Friday, between 7:30 a.m. - 7 p.m. CST. Must maintain 100% attendance for the first 90 days.
Status	Legal right to work in the United States

Thank you for your interest in NueSynergy!

Please email all resumes to HR@nuesynergy.com