

Position Title: Operational Account Manager OAM

Company: NueSynergy

Reports to: Michele Starliper

Position Classification: Full-time, Non-Exempt

HIPAA Training: Level 1 Level 2

Position Summary:

The primary role of an Operational Account Manager(OAM) is to ensure all our client's backend plan, eligibility, and contribution administration are processed and maintained. OAMs oversee all aspects of the benefit renewal process, processing eligibility and contribution files for all our clients/employer groups, and work closely with our Relationship Account Management(RAM) Team. Core tasks handled by an OAM are: renewal of benefit plans, discrimination testing, eligibility, claim and contribution file processing, enrollment and termination processing, client bank changes, audits, and special projects.

Responsibilities:

- Processes eligibility files, contribution files, and change files for groups that elect this method of transmission
- Process termination and enrollment requests
- Process requests that are relevant to the renewal process for existing clients, and assist with their annual open enrollment tasks each year
- Process Discrimination Testing
- Process Plan Document Revisions or Builds
- Back-up for new group client implementations during introduction/setup video conference calls for new client implementations
- Training and assisting clients on employer portal until assigned to a Relationship Account Manager
- Oversees all aspects of banking setup and changes loaded in the platform for existing and new client accounts, audit all employer banking set-ups and loads required signatures for check printing
- Address and resolve client issues regarding website assistance
- Updates accounts to reflect participant changes
- Works closely with Relationship Account Managers to ensure seamless integration of workflow related to account setup and servicing
- Research & Projects-research to resolve POS refunds, charge backs, errors, customer disputes & special projects
- Troubleshoots any system issues with the appropriate platform vendor, and informs all departments accordingly

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.
- Maintain and improve professional product knowledge, markets, rules, regulations and other industry issues.
- Recommend possible gains in efficiencies in operations and sales.
- Maintain a professional image and conduct at all times.
- Act with integrity and maintain honest communications with customers and fellow employees

Qualifications:

Education	High School education required (College experience or degree preferred)
Knowledge	Banking/Accounting/AR background required. 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