

Job Description and Responsibilities

Position Title: COBRA Account Manager

PRIMARY FUNCTIONS:

- 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 your client group

OTHER RESPONSIBILITIES

- Cultivate and maintain an 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

- Understanding of products in the Flexible Benefits industry to include HSA/FSA/HRA/COBRA is a plus.
- Demonstrated advisory skills and ability to deal well with people.
- High level of attention to detail.
- 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