



POSITION: Eligibility Administrator  
DEPARTMENT: Group Operations  
Exempt      X Non-exempt

**JOB RESPONSIBILITY SUMMARY:**

The Eligibility Administrator is responsible for ensuring all aspects of enrollment process is completed accurately and timely by following the set guidelines and procedures. The Eligibility Administrator works closely with the Operations Team and Account Management Team internally, as well as, our external clients to assist with any eligibility situations.

**ESSENTIAL FUNCTIONS:**

- Processing initial enrollment information of new employees
- Updating enrollment information for current employees
- Processing Client annual enrollment renewals
- Investigating and updating coordination of benefits
- Investigating and updating student status information
- Investigating and processing COBRA payments and notifications
- Reviewing and processing 834 eligibility files
- Maintaining online enrollment and eligibility tool
- Responding to eligibility inquires and requests from internal and external cliental
- Maintenance of eligibility file exchanges with various external partners
- Processing of ID Card requests and creation of ID Cards

**Essential Skills and Experience**

- Above average levels of quality, production, and excellent customer service skills
- Strong analytical, problem solving and decision making skills
- Strong organizational skills
- Strong attention to detail
- Ability to multi-task and prioritize assignments
- Flexible to change
- Strong customer focus and sense of urgency
- Excellent communication (both written and verbal) and interpretation skills
- Ability to work independently while part of a team
- Knowledge of Microsoft Outlook, Access, Excel and Word
- Knowledge of general office practices and procedures
- High school diploma
- Knowledge and experience in the health insurance and/or eligibility field is preferred

Qualified candidates should send a resume and salary expectations to:  
[careers@customdesignbenefits.com](mailto:careers@customdesignbenefits.com).