



Sales Support Specialist

Custom Design Benefits is the Cincinnati area's largest independent, full-service Third Party Administrator (TPA) of self-funded health benefit plans.

Work up to two days from home with a hybrid work schedule!

Custom Design Benefits is big on creating a collaborative workplace that encourages, recognizes and celebrates their employees while also providing great benefits including:

- Medical, Dental and Vision Insurance
- Primary Care and generic prescriptions with no co-pay
- Short & Long Term Disability
- Life Insurance
- Paid Time Off
- Nine Paid Holidays
- Competitive match 401(K)
- A fun work environment that promotes work/life balance and process improvement
- Professional Development
- Quarterly bonuses
- Tuition reimbursement

Job Summary: The Sales Support Specialist is primarily responsible for supporting the Sales and Account Managers in generating new business and renewing existing accounts for service lines (medical, dental, vision) through organizing and requesting information relative to RFPs received and renewals, identifying viable prospects, development of strong insurer and network relationships, and securing competitive stop loss bids.

Responsibilities:

- Responsible for entering RFP, renewal, opportunity, and broker information into Salesforce and assists in creating close strategies with the Sales and/or Account Manager.
- Coordinate request for proposal process from receipt of RFP through sale of product/service and renewals.
- Review of initial RFP materials to determine missing information and barriers to stop loss.
- Communication with broker/agent to obtain missing and additional competitive information.
- Review of bids from partner stop loss markets for accuracy, consistency of terms with those requested alignment with sales strategy, and competitiveness.
- Prepare proposal and provide to sales manager and broker within allotted time frame.
- Respond to follow-up inquiries concerning stop loss quotations from sales manager and/or broker.
- Provide feedback on competitiveness of stop loss proposals, in price and provisions, to partner markets.
- Responsible for all aspects of the stop loss renewal on current inforce business. Providing the best renewal and renewal options available.



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- Support the post-sale and renewal process through assistance with stop loss binding, disclosure and coordination/completion of all documents required for implementation of stop loss and preparation of ASA.
- Other duties as assigned.

Requirements:

- Understanding of self-funding and third-party administration including, but not limited to stop loss, all components of health benefits, plan design, FSAs, HRAs and HSAs, wellness, and COBRA, preferred.
- Prior Underwriting experience preferred.
- MS Office proficient, with exceptional Excel capabilities.
- Highly organized and detail-oriented self-starter, having the ability to work with little direction.
- Able to manage multiple projects concurrently, with the capacity to prioritize and deliver accurate and timely results.
- Excellent oral and written communication skills.
- Advanced problem solving and critical thinking skills, with a strong mathematical proficiency.
- Strong sense of urgency and customer focus, including a consultative approach to customer service

Fundamentals: 1. Take Care of Our Clients; 2. Deliver Results; 3. Be a Fanatic About Response Time; 4. Own It; 5. Be a Great Teammate; 6. Honor Commitments; 7. Get Clear on Expectations; 8. Work Smart

StrengthsFinder: Achiever-E; Analytical-S; Arranger-E; Communication-I; Deliberative-E; Positivity-R; Relator-R; Responsibility-E; Self-Assurance-I; Strategic-S

Custom Design Benefits is an Equal Opportunity Employer