



# Account Administrator

## *Benefits*

FLSA: Non-Exempt

---

The Mountain West Series of Lockton Companies is looking for entrepreneurial-minded individuals to start exciting, challenging, and fast-paced career in insurance. Be a part of an exceptional company voted "Best Places to Work in Insurance" 14 years running.

If you are passionate about delivering excellent customer service, have exceptional Excel and organizational skills, and thrive in a collaborative environment, Lockton would like to hear from you!

## *Position responsibilities*

- The Account Administrator is responsible for providing client service to an assigned book of clients, working under the leadership of the service team (Account Manager and/or Account Executive)
- This individual is responsible for supporting the unit in maintaining databases (e.g., ReSourcePro and Benefitpoint) and other administrative tasks as assigned
- Assist client in addressing and resolving issues involving claims, administration and compliance
- Support the service team on all client materials. Interact with the Communications Team to initiate communication needs, track deadlines, review materials for accuracy, provide edits (or make them directly when possible), and provide input on content.
- Assist the service team in preparing for open enrollment. This is to include initiating the request of carrier materials, reviewing carrier materials for accuracy, and at the direction of the service team, sending materials to the client. Assist in the development and review of all other materials we may provide to a client – Benefit Guides, Open Enrollment Presentations, Brainshark recordings, Notice Packets, etc.
- Assist the service team with client renewals and marketing, including preparing and updating benefit comparison and cost spreadsheets.
- Accurately enter and maintain all client information in the data warehouse
- Perform other work-related duties as assigned

This job description is intended to indicate the general nature and level of work performed by Associates in the role. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of Associates assigned to this role.



## *Position qualifications*

- Bachelor's Degree in Business Administration or related field and/or 2 years of work experience
- Strong knowledge of Microsoft Office Suite (Word, Outlook, Excel, and PowerPoint)
- Strong verbal, written and interpersonal communication skills required
  - Ability to efficiently organize work and manage time in order to meet deadlines
  - Previous medical benefit knowledge, administrative and/or customer service experience preferred
  - High aptitude for accuracy and strong attention to detail required
  - Ability to attend company, department, and team meetings as required, including industry training sessions
  - Ability to comply with all company policies and procedures, proactively protecting confidentiality of client and company information
  - Ability to travel by automobile and aircraft
  - Ability to work on a computer for a prolonged amount of time
  - Ability to work outside of normal business hours as needed
  - Legally able to work in the United States

If you are ready to experience the Lockton difference, APPLY NOW!

This job description is intended to indicate the general nature and level of work performed by Associates in the role. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of Associates assigned to this role.