



Job Posting

Job Title: Administrative Assistant (Client Services)
Reports to: Client Services Manager (FFA)
Location: Houston, Texas

Position Description

As a key member of the First Financial Client Services team, the Administrative Assistant will be responsible for providing administrative support to the Manager, Assistant Manager, and client service team in the third-party administration of the FFA clients. The position will support the CSS team by performing quality control checks, verification of processed reconciliations and troubleshoot funding discrepancies. The CSS administrative position will be responsible for FSA plan discrimination testing and maintaining results. The position will require scanning/copying of incoming flex and cobra documentation. Assist with occasional mail merge campaigns. Generating and reviewing reports as needed and assist with any updates. This is not a comprehensive list of duties as the duties may change depending on business needs.

Duties include but are not limited to the following:

- Quality control checks on the Flex, HSA and COBRA portals
- Review reconciliations timely & accurately for employer group funding
- Use internal troubleshooting system to identify why there are funding issues
- Track discrimination data through Excel spreadsheets
- Perform FSA plan discrimination testing to determine groups who may need to have adjustments
- Sort, copy and/or scan mail, distributing to the appropriate groups
- Assist with printing, folding, and stuffing for any mail merge campaigns
- Occasional reporting and auditing throughout the year to update portals
- Other tasks assigned by CSS manager or assistant manager

Qualifications:

- High School Diploma or GED
- Knowledge of benefits plans, third-party administration and COBRA strongly preferred
- Knowledgeable and proficient in Microsoft Suite (Word, Excel, Adobe)
- Excellent written (email) communication skills
- One (1) year of administrative and/or customer service experience
- One (1) year of public school and/or corporate administrative experience preferred

Must be able to obtain and maintain security clearances and successfully complete a thorough background check.

EQUAL OPPORTUNITY EMPLOYER