

Job Posting

Job Title: Administrative Assistant (FFB)
Reports to: General Manager (FFB)
Location: Houston, Texas

Position Description

As a key member of the First Financial Benefits team, the Administrative Assistant will be responsible for providing administrative support to the General Manager and Client Services Specialist in the third-party administration of the employer groups' benefits. Will assist in the preparation of enrollment information and paperwork, as well as the processing of enrollments. The position will track data and keep logs of information sent for processing by carriers. Will provide customer service through answering a high volume of phone calls, responding to emails in a timely manner and providing accurate information to client groups and participants. The administrative assistant will also provide bill reconciliation for employer groups, process disability claims and provide customer support for 457 savings plans. Additionally, the position will perform other administrative duties as assigned by the General Manager.

Duties include but are not limited to the following:

- *Prepare informational packets and enrollment forms for the third-party administration of benefit enrollments for employer groups*
- Process completed enrollment forms for employer groups ensuring accuracy and timely completion
- Preparation, printing, and maintenance of supplies for insurance information such as plan documents, benefits bulletins, annual enrollment packets, etc.
- Assist with preparing all benefits specialty information and materials, including the benefits booklet
- Track data through Excel spreadsheets/logs of information sent to carriers
- Answer high volume of calls daily, assisting employer groups and plan participants with benefits questions
- Complete bill reconciliations timely & accurately for employer groups
- Process disability claims for employer groups
- Assist participants and employer groups with inquiries about 457 Savings Plans
- Provide assistance in a variety of methods (over the phone, via email and other forms of communication) to employer groups and participants with any benefits-related questions
- Other duties as assigned by the General Manager

Qualifications:

- High School Diploma or GED
- Bilingual – English/Spanish preferred
- Knowledge of benefits plans, third-party administration and 457 retirement savings plans strongly preferred
- Knowledgeable and proficient in Microsoft Suite (Word, Excel, PowerPoint, Adobe, Publisher)
- Excellent oral (phone) and written (email) communication skills
- Two (2) years of administrative and/or customer service experience
- Two (2) years of public school and/or corporate administrative experience preferred

In accordance with the state law, FFGA will conduct and obtain a criminal history record on all applicants for employment. Criminal history record information is privileged information and for the use of First Financial Benefits and the Central Education Agency.

Only persons with the required credentials and background will be considered.

FFGA & FFB do not discriminate on the basis of age, color, disability, pregnancy, veteran status, national origin, race, gender, gender identity, sexual orientation or any other classification protected by law.