



## Job Description

**Job Title:** COBRA Specialist  
**Reports to:** Client Services Manager  
**Location:** Corporate Office (Houston, TX)

### Position Description:

The COBRA Specialist works to administer, coordinate, and assure compliance for client's COBRA administration. This position will process daily enrollments and terminations and be responsible for sending initial notices to eligible employees for COBRA using file importing. The role includes processing of payments from the clients and paying vendors. Assist with preparation and mailing of open enrollment packets. Reviewing denied payments from our third party. This person will proactively and professionally respond to high email and call volume during certain times of the year. The position requires the individual to be able to multitask and re-prioritize as needed. Assist with other projects as needed.

### Qualifications: Knowledge, Skills and Abilities

- High School Diploma or GED
- Knowledgeable and proficient in Microsoft Suite (Word, Excel, Outlook)
- Experience with Wex/COBRApoint software
- Excellent telephone skills
- Experience with accurate data entry
- Two (2) years of COBRA claims administration
- Two (2) years of customer service in a call center environment
- Knowledge of IRS and DOL guidelines regarding COBRA administration

### Preferred Qualifications

- Knowledge of Wex/COBRApoint software a plus
- Knowledge of Selerix enrollment platform