



Job Posting

Job Title: Flex Specialist
Reports to: Flex Manager
Location: Corporate Office (Houston, TX)

Position Description:

The Flex Specialist works to administer, coordinate and assure compliance for client's Flexible Benefit Plans (FSA, DCA, HSA and HRA Plans). This person will process claims and adjudicate POS transactions for tax-favored plans in accordance with IRS rules and regulations and under the terms of the plan. This person will proactively and professionally respond to high call volume during certain times of the year. Ability to manage multiple tasks and responsibilities and successfully work under time constraints.

- *Administer Flexible Spending Accounts, including Dependent Care, Health Savings Accounts and HRA Plan.*
- *Claims adjudications and Receipt Adjudication*
- *Answer participant phone and email inquiries*
- *Communicate with internal and external customer groups for FSA/DCA administration*

Qualifications: Knowledge, Skills and Abilities

- 1-3 years FSA/DCA/HRA/HSA/LPFSA administration
- Working knowledge of industry standard FSA/Benefit administration software
- Must have 1-2 years experience with customer service in a call center environment
- 1-2 years experience working with IRS guidelines and plan rules for FSA/DCA/HRA/HSA/LPFSA
- Highly organized and attentive to details
- Intermediate knowledge of Word, Excel and Outlook
- Ability to respond to time deadlines w/high degree of accuracy
- Professional expressive and written communication skills
- Diplomatic; tactful interpersonal skills
- Tolerate large call volume consistently throughout the plan year
- Strong work ethic within a collaborative Team environment
- High School or equivalency required

Preferred Qualifications

- Knowledge of Alegeus software a plus

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

EOE