



Employee Benefits Administrator

Position Summary

The Back Office Employee Benefits Administrator provides critical administrative and operational support to the growing boutique employee benefits broker team. This role ensures accuracy in client records, carrier communications, billing, compliance, and renewal preparation. In addition to back-office responsibilities, the administrator provides third-level participant support—stepping in after the carrier and intake specialist to resolve issues that require persistence, judgment, and a human touch.

Our service philosophy is “white glove,” which means handling every interaction with patience, empathy, and professionalism. Good people skills are essential: this position requires balancing technical accuracy with genuine care, ensuring that employees and clients feel heard, supported, and respected at every step. Because many participants are Spanish-speaking, bilingual communication (English/Spanish) is strongly preferred.

The administrator also supports client service delivery by sending out new hire packets, maintaining benefit data, reconciling accounts, tracking commissions, and preparing comparative analyses to help brokers deliver exceptional value to their clients.

Essential Duties and Responsibilities

1. Client Support & Data Management

- Send out new hire packets weekly.
- Maintain client census data, eligibility files, and enrollment records.
- Process employee additions, terminations, and status changes across carriers and systems.
- Track and reconcile payroll deductions against benefit enrollments.
- Carrier & Vendor Coordination
- Submit enrollment, termination, and change requests to insurance carriers and third-party administrators.
- Follow up with carriers to resolve enrollment errors, billing discrepancies, and claim issues.
- Maintain accurate records of carrier contacts, policies, and group numbers.

2. Participant Support (Escalated Issues)

- Serve as the third-level point of support for participating employees, stepping in when issues are not resolved by carrier or intake specialists.
- Take ownership of escalated matters such as:
 - Urgent coverage gaps (e.g., an employee needing immediate proof of coverage for a surgery or prescription).
 - Denied or incorrectly processed claims.
 - Billing errors affecting employee paycheck deductions or dependent coverage.
 - Complex eligibility questions (e.g., COBRA, dependents aging off plans, dual coverage situations).
- Use persistence and diplomacy to work with carriers, employees, and employers until the issue is fully resolved.
- Deliver a white-glove service experience, ensuring employees feel supported, respected, and confident that their concerns will be resolved.
- Billing, Commissions & Reconciliation
- Liaise with bookkeeper to review and reconcile carrier invoices against internal records and payroll deductions.
- Track premium payments and resolve discrepancies with carriers and finance teams.
- Track broker commissions by client and by line of coverage for each client to ensure accuracy and proper reporting.

3. Compliance & Documentation

- Prepare and distribute compliance notices (COBRA, HIPAA, ACA, SBC, etc.) as directed by brokers or clients.
- Assist with ACA reporting and provide data for Form 1094/1095 filing support.
- Maintain documentation for audits, renewals, and regulatory reporting.
- Renewal, Proposal & Comparative Analysis
- Gather and prepare census data, claims reports, and underwriting materials for renewals.
- Assist in compiling RFP responses and benefit proposals for broker presentation.
- Track renewal timelines and ensure deadlines are met.
- Prepare and regularly update comparative benefit and pricing spreadsheets by client to support broker recommendations and client decision-making.

4. Employee & Client Communication Support

- Prepare benefit enrollment materials, forms, and communication pieces.
- Assist with open enrollment setup, including forms, online portals, and carrier coordination.
- Respond to client or employee inquiries regarding eligibility, coverage, and claims (as a back-office extension of broker service).
- Provide empathetic, solution-oriented communication to reinforce trust and deliver peace of mind.
- Communicate effectively in both English and Spanish when assisting participants, where applicable.

5. Technology & Systems Administration

- Maintain and update benefit administration platforms and HRIS systems as needed.
- Generate standard and ad-hoc reports for brokers and clients.
- Ensure data integrity across systems, carriers, and payroll.

6. General Administrative Support

- Assist with preparation of materials for prospect, client, and carrier meetings (in person and virtual)
- Maintain organized digital and physical files.
- Support brokers with special projects, benchmarking, and reporting.

Qualifications

- Prior experience in employee benefits administration, HR, or insurance preferred.
- Strong organizational skills with a keen eye for detail and accuracy.
- Proficiency with Microsoft Excel and other spreadsheet/reporting tools.
- Ability to handle sensitive and confidential information with discretion.
- Excellent interpersonal and communication skills, with the ability to handle escalated issues calmly and professionally.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- A service mindset that prioritizes empathy, persistence, and problem-solving to deliver a positive experience for clients and employees.
- Bilingual (English/Spanish) strongly preferred.

Work Location

This position is based in person at our Hollywood, CA office, with some flexibility for occasional remote work when pre-approved.

Compensation & Benefits

We offer a competitive compensation package commensurate with experience, along with a comprehensive benefits program designed to support the health, well-being, and financial security of our employees.

Equal Opportunity Statement

We celebrate diversity and are committed to creating an inclusive environment for all employees. We are proud to be an Equal Opportunity Employer and make all employment decisions without regard to race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other protected status under applicable law.

Disclaimer

This job description is intended to outline the general nature and level of work performed by employees in this role. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required. Other relevant tasks may be assigned as necessary to support the needs of the business and the clients served.