



Employee Benefits Administrator – Los Angeles or Mammoth Lakes, CA

Position Summary

The Employee Benefits Administrator provides essential administrative and operational support to our employee benefits broker team. This role focuses on accuracy in records, smooth coordination with carriers, and timely assistance to employees and clients. Strong organizational skills, attention to detail, and clear communication are the foundation of this position.

Essential Duties & Responsibilities

1. Client & Data Support

- Send out new hire packets and maintain updated client census and eligibility files.
- Process employee additions, terminations, and status changes.
- Maintain organized records of carrier information and group data.

2. Carrier & Vendor Coordination

- Submit enrollment, termination, and change requests to carriers and third-party administrators.
- Track and follow up on enrollment, billing, and claim discrepancies.

3. Participant Support (Escalated Issues)

- Serve as a back-up point of contact when employee issues are not resolved by carriers or bilingual intake staff.
- Assist with urgent coverage needs, billing corrections, or claim follow-up.
- Provide patient, empathetic communication to ensure employees feel supported.

4. Billing & Reconciliation

- Assist in reviewing and reconciling carrier invoices.
- Track premium payments and support commission reporting.

5. Administrative & Compliance Support

- Prepare and distribute standard benefit materials and compliance notices as directed.
- Help track renewal deadlines and maintain organized documentation.
- Assist with meeting preparation and other administrative tasks for brokers and clients.

Qualifications

- Prior administrative experience required; HR or benefits exposure helpful but not required.
- Strong organizational skills with accuracy and attention to detail.
- Proficiency with Microsoft Excel and standard office software.
- Professional communication skills; bilingual (English/Spanish) strongly preferred.
- Ability to handle sensitive information with discretion.

Work Location

This position is based in person in Mammoth Lakes, CA, with occasional flexibility for remote work when pre-approved.

Compensation & Benefits

We offer competitive pay commensurate with experience and a comprehensive benefits program.

Equal Opportunity Statement

We are proud to be an Equal Opportunity Employer, making 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.