



# Example of Benefits Representative Job Description

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Our company is searching for experienced candidates for the position of benefits representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for benefits representative

- Independently determines where to seek advice both inside and outside of company
- Conducts special, critical and analytical projects and surveys as assigned by supervisor, including Annual Election
- Monitor reporting to address timeliness and accuracy of the census and dispute resolution processes
- Support, plan and implement strategies and initiatives to improve operations and results including partnering with other internal departments
- Monitor and audit productivity goals, review level of progress and achievement, and recommend and implement measures for improvement
- This role will require an understanding of insurance carriers and concepts including drug cards, major medical benefits, and per diem coverage knowledge of government and patient assistance programs
- Knowledge of Medicare, Medicaid, and third party vendors a plus
- Qualified candidates will also need to portray strong attention to detail and proven analytic and problem solving skills
- Quickly build rapport and respond to customers in a compassionate manner
- Minimum 1 yr experience in a customer service setting, or 6 months experience in a healthcare related role, or College graduate

## Qualifications for benefits representative

- Requires high school diploma with 2-4 years of experience or an Associate's

- Highly proficient with OneSource OAB, Word, Excel, Lotus Notes
- Knowledge of government and patient assistance programs
- Bachelor of Arts (BA) or Bachelor of Science (BS) Degree
- 6+ months of experience with medical insurance, benefits verification, medical billing or a related field
- Knowledge of Medicare, Medicaid, and third party vendors