HMS INSURANCE ASSOCIATES, INC.

Title: Director of Underwriting and Client Services

Reports To: Scott Reber
Executive Vice President - Life and Health Department

Description of Responsibilities:

The Director of Underwriting and Client Services is responsible for the oversight and ongoing management of the life and health support staff. This position coordinates with the producer and support staff to facilitate the implementation of new or renewing accounts to ensure the highest level of service is met. In addition, the position will maintain the ongoing client relationship and work with key managers to proactively identify trends in service issues and develop corrective action plans that will positively improve the client's ability to manage their benefit plans. This position must be highly knowledgeable about group benefits and be able to independently and reliably provide problem resolution around complex client issues for client groups. This position has responsibility for off-site open enrollment client meetings. This position is a visible representative of HMS and the client and must act in a highly professional manner and demonstrate commitment to the mission and values of the company.

Key Duties and Accountabilities:

- Provides leadership role at Open Enrollment meetings as requested by Producers
- Coordinate and facilitate the implementation for new and renewing small and large group clients
- Provide oversight for the completion of all post Open Enrollment meeting administrative work including but not limited to:
    - Obtaining client applications and reconciling against census/resolving errors or discrepancies (as requested by client)
    - Turning in the enrollment package to carrier in timely manner
    - Coordinate with Producers on account status
- Oversee ordering of carrier packets for delivery to client prior to Open Enrollment meetings or work with Producers to ensure that in house enrollment materials are prepared, accurate and available for meetings.
- Coordinate outside representation at Open Enrollment meetings as needed.
- Foster strong and lasting relationships with client key contacts that ensure persistency of accounts.

- Ensure high levels of service delivery to client accounts including, but not limited to:
    - Assist Producers as needed to respond to any service needs of clients following enrollment.
    - Provide responses or problem resolution to all client requests regarding enrollment issues including ordering ID cards, processing enrollment forms, checking enrollment status, answering questions.
    - Educate client and enrollees about their group’s benefit plans, coverage, copays, coinsurance and /or deductibles.
- Responsible for supervising and directing staff within the department.
- Ensure staff members acquire and strengthen the knowledge and skills necessary to perform their job duties.

Additional Responsibilities:

- Attend relevant internal and external continuing education seminars and trainings to enhance knowledge and skills.
- Participate in scheduled team and office meetings.
- Provide Account Management backup for the team when necessary during scheduled vacations, personal leave, or at a manager’s discretion.

Qualifications:

- Excellent communication skills, ability to articulate technical information in lay terms and good listening skills
- Group presentation skills
- Ability to successfully and creatively problem solve and negotiate solutions
- Ability to organize and prioritize is essential
- At least five years in a management position in the health and/or benefits industry
- Proficiency in Windows, Word, Power Point and Excel (high level spreadsheeting required)
- MHLIC