

# Lawley

INSURANCE | EMPLOYEE BENEFITS

## Employee Benefits Technology Platform Analyst

### These are the *fundamental* components of the job:

- Manage a book of business for clients utilizing a technology platform and act as a liaison between the client and service team to provide an accurate and client-specific online benefits enrollment experience
- Spearhead the renewal process of clients in your book of business, collaborating with the service and sales team to adhere to appropriate timelines, collect all appropriate renewal data and paperwork, facilitate client decisions, and ensure the accurate configuration of the platform for the upcoming benefit year.
- Act as a Liaison to technology partners (vendors and carriers) – bi-weekly meetings
- Provide timely follow up on requests for information or system issues
- Provide Employee Education/Demonstration of the employee shopping experience as applicable (may be in-person or recording)
- Provide administrative training, as applicable, to HR users to set them up for success

### Other *functions* of the job:

- Expand and grow in your role when supporting miscellaneous duties as requested

### Skills / traits that we value for this role:

- Insurance experience in customer service or account management for 3 years or more
- Life Accident & Health License; or willingness to pursue in the first 90 days
- Ability to troubleshoot and complete error resolution, finding the root cause
- Ability to be flexible and open to change
- Passionate about technology and creating efficiencies/automation
- Computers skills are a must; Including Word, Excel, Outlook & PowerPoint
- Ability to work well independently and on a team
- Incredible attention to detail and organizational skills
- Open to continuing education, college degree preferred
- Positive attitude, even in a fast-paced environment
- A passion to make customers and coworkers feel important and valued



*'Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.'*

- Capability to work quickly and efficiently
- Methodical, yet swift decision-making skills
- Precise verbal and written communication skills, even under time constraints

### **A bit about Lawley!**

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (70+ years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

### **Why Lawley?**

- Competitive salary and referral bonuses!
- Expansive Benefits (Medical, Dental, Vision—and SO many more)
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1<sup>st</sup> day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$43,642.50 to \$72,737.50.

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