

# Lawley

INSURANCE | EMPLOYEE BENEFITS

## Employee Benefits Municipality Service Coordinator

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

- Internal coordinator for Municipal business service model
- Assemble and track all client information for new business; coordinate Consulting Agreements and Scope of Services, Broker of Record Letters, and Business Associate Agreements, and HIPAA forms
- Coordinate and track stop loss business (new and renewal) processes with Underwriter and Client Relationship Manager
- Manage client service model: set priorities and manage deadlines to ensure efficient, timely and accurate creation of team deliverables
- Develop and maintain effective working relationships in liaison role with client, Third party administrator, and vendor partners through transitions and implementations
- Maintain complete and accurate documentation in CRM (Salesforce)
- Support client retention goal of 95%

### 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:

- 3-5 years' experience in employee benefits customer service or account management, specific to self-funded plans
- Bachelor's degree and Life Accident and Health license preferred; open to continuing education
- Ability to prioritize and strong time management in a fast-paced environment
- Persuasive communication style and ability to communicate complex messages with a wide range of audiences on an internal and external basis (both written and verbal)
- Strong PC skills required including Microsoft Word, Excel and PowerPoint and the ability to learn systems in an effective and efficient manner
- Ability to work well independently and on a team
- Positive attitude, even in a fast-paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Methodical, yet swift decision-making skills



*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.*

## 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 \$51,498.15 to \$85,830.25.

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