

Lawley

INSURANCE | EMPLOYEE BENEFITS

Employee Benefits Operations Analyst

These are the *fundamental* components of the job:

- Act as the gatekeeper for all new and renewal business within Salesforce, approving all opportunities after reviewing data fields and attachments related to the account
- Run monthly/quarterly audit reports and review for accuracy, make changes where necessary and reach out for training opportunities where applicable
- Advise on Ad-hoc quality issues within Salesforce, document new/updated processes where applicable
- Recommend workflow enhancements, identify training opportunities within Salesforce as applicable
- Support 5500 process and filing as requested
- Maintain carrier contact and carrier commission information
- Maintain and track all commission and producer changes as guided
- Ad-hoc reporting and financial analysis upon request
- Communicate with carriers or vendors on discrepancies or errors in commission payments
- Support all aspects of agency operations, including M&A, changes to operational models, etc.

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:

- Bachelor's degree in related field
- Minimum of 3 years of experience in a business analyst, project management or comparable position
- Application development, troubleshooting and updated experience
- Windows OS, MSOffice, Adobe Application expertise desired
- Familiarity of relational databases including SQL or Crystal Reports preferred
- Demonstrated relationship building skills
- Ability to work well independently and on a team
- Incredible attention to detail and organizational skills
- Experience with Salesforce, QlikView or Applied/EPIC (insurance specific system) is a plus
- Experience utilizing data integration tools such as Informatica a plus



'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.'

- 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
- 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 1st 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 \$45,000.00 to \$72,737.50.

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