

VSEBG Member Services Coordinator

Job Summary

Valley Schools Employee Benefits Group (“VSEBG”) provides school districts, municipalities, and other governmental entities with superior employee benefit products and services at the lowest cost. The Member Services Coordinator is responsible for providing the highest level of service to Valley Schools’ members and staff.

Primary Relationships

- Reports to Executive Director Member Services
- Valley Schools team member

Duties and Responsibilities

- Organizes and coordinates VSEBG events, including training, webinars, seminars, etc., and assists with meeting planning (assembling materials, internal/external location scheduling, etc.)
- Schedules meetings and appointments for Executive Director Member Services and other department staff
- Maintains files of all critical documents, including monthly reports, annual renewal information, certificates of coverage, SPDs, SBCs, 125 plans, etc.
- Distributes reports and other communications to members of VSEBG, consultants, and providers
- Drafts correspondence
- Maintains and regularly updates lists of current contacts at member entities, distribution lists, and other contact lists
- Assists in ACA preparation and mailings as required by federal regulations & ensures the related transmittals are filed timely with the IRS
- Coordinates distribution of annual medical SPDs; assists with proofing and distribution to members
- Coordinates all aspects of medical appeals, including but not limited to correspondence, preparation of documents for consultant review, and scheduling appeals hearings
- Other duties as assigned

Qualification Requirements

- Minimum five (5) years administrative/customer service experience
- Intermediate to Advanced knowledge of O365 (Excel, Word & PowerPoint in particular), MS Teams, Adobe Pro, use of hyperlinks, etc.
- Excellent time management skills and the ability to prioritize work
- Strong problem-solving skills with the ability to think critically and independently
- Exceptional organizational skills with attention to detail and accuracy
- Excellent written and verbal communication skills
- Capacity to manage multiple tasks while using strong reasoning and analytical skills
- Insurance knowledge and background in medical insurance, dental, and vision is helpful but not required

Benefits:

- 401(k)
- Dental Insurance
- Disability insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Retirement plan

Contact Name: Silke Lyons

Email Address: slyons@vsit.org