

Title: Health Benefits Service Representative

Department: Health Benefits Operations

Location: St. Louis

Job Description

The Services Representative in the Health Benefits Operations department is responsible for administering Health & Welfare eligibility for union carpenters and their dependents. This includes the accurate and efficient daily processing of enrollment forms, member phone inquiries, correspondence, and self-pay premium transactions. The department works collaboratively with all internal teams to ensure member needs are met promptly and effectively.

Job Responsibilities

- Responsible for supporting day-to-day operational activities by coordinating services, assisting with workflow management, resolving service-related issues, and ensuring efficient communication between departments and clients
- Clearly communicate plan provisions, benefits, and updates to members in a professional and timely manner.
- Collaborate within a team environment to review and process enrollment and eligibility documentation accurately.
- Maintain and update members' Coordination of Benefits (COB) information to ensure accurate coverage records.
- Support eligibility processes by assisting with member self-payment transactions and related account updates.
- Develop and apply a comprehensive understanding of non-active member statuses, including account processing, maintenance, and reactivation procedures.
- Organize, manage, and maintain member documentation in compliance with company policies and regulatory standards.
- Partner with cross-functional teams to deliver a seamless, "one-and-done" resolution experience for members.
- Performs other duties as assigned.

Basic Qualifications

- A minimum of three (3) years of experience in employee benefits, eligibility, or customer service.
- Proficient in a variety of technology platforms, including Microsoft Office Suite, with a basic understanding of computer systems and network concepts.
- Demonstrates a proactive approach to learning, with a strong ability and willingness to self-teach new technologies and adapt to evolving systems.
- Strong organizational and time-management skills with the ability to prioritize effectively and meet deadlines.
- High attention to detail, ensuring accuracy and consistency in all work outputs.
- Proven ability to handle confidential and sensitive information with professionalism and discretion.
- Collaborative team player with the ability to work effectively across departments and functional areas.
- Strong written and verbal communication skills, with the ability to convey information clearly and professionally.
- Demonstrated ability to learn quickly and support cross-functional processes, including self-pay and non-active account workflows.

Work Authorization

No calls or agencies please. Mid-America Carpenters Benefits will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

Equal Opportunity Employer

Mid-America Carpenters Benefits is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.