

Title: Participant Services Representative
Department: Participant Services
Location: Kansas City

Job Description

Mid-America Carpenters Benefits is a third-party administrator that oversees multiple benefit plans for union carpenters and their families in Southern Illinois, Missouri, and Kansas. We strive to provide the best benefits to most participants for as long as possible by providing extraordinary service, driving innovative approaches, and being deeply devoted to the Carpenters' Union, our participants, and our organization. A Participant Services Representative is required to help participants, union employers, benefit providers and internal staff with benefit inquiries while delivering high-quality customer service. In addition, this role supports functions related to enrollment and document processing that are necessary for a member to receive benefits through the Carpenters' Benefit Plans.

Job Responsibilities

- Provide participant-centered service in accordance with organizational policies, procedures, and service standards.
- Maintain comprehensive knowledge of all aspects of the Carpenters' Benefit Plans.
- Resolve participant, provider, and employer inquiries or concerns, and route issues to the appropriate department for timely resolution.
- Take ownership of participant interactions, documentation, and issues to ensure complete and effective resolution.
- Serve as a liaison between the Carpenters' Benefit Office and the Mid-America Carpenters Regional Council Office.
- Review, verify, and process enrollment and eligibility documentation in a collaborative team environment.
- Assist with participant premium processing and related administrative functions.
- Support the implementation of technology-based solutions to improve operational efficiency and service delivery.
- Collaborate with team members to identify, evaluate, and implement process improvements.
- Communicate effectively across departments to deliver a seamless, "One and Done" participant experience.
- Ensure compliance with privacy, confidentiality, and data security requirements.
- Maintain high standards of accuracy, quality, and timeliness in all work activities.
- Perform additional duties and special projects as assigned.

Basic Qualifications

- Ability to handle confidential and sensitive information with professionalism, discretion, and integrity.
- Demonstrated ability to work effectively in a collaborative, team-oriented environment.
- Strong multitasking skills with the ability to prioritize workload, meet deadlines, and maintain accuracy under moderate supervision.
- Working knowledge of medical terminology and healthcare-related documentation.
- Ability to interpret and apply established policies, procedures, and guidelines when making decisions.
- Excellent organizational skills with a strong attention to detail.
- Strong analytical and problem-solving abilities.

- Effective written and verbal communication skills, with the ability to interact professionally with participants, providers, employers, and colleagues.
- Proficient in managing multiple responsibilities while maintaining high standards of customer service.
- Dependable attendance record with a commitment to punctuality and reliability.
- Ability to maintain accuracy and productivity in a fast-paced work environment.
- Proficiency with standard office software and computer systems, including data entry and document management applications.

Preferred Qualifications

- Medical/pharmacy benefits and claims, Medicare, COBRA, benefit enrollment, and premium processing
- Annual vacation redemption benefits, and
- Reciprocity/hours transfer.

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.