

Job Description

Field	Description
Job Title	IND Benefits Ops Administrator
Overview/High-Level Responsibility Areas	The Benefits Operations Administrator (BOA) is responsible for processing all activities related to client benefits plans as set up in TBA, while meeting and exceeding client Service Level Agreements. The BOA is responsible for developing superior understanding of client plan provisions, identify opportunities for knowledge enhancement and deliver to high standards of quality and timeliness.
PRINCIPAL DUTIES AND RESPONSIBILITIES:	Documentation and ongoing task management – 65% Coaching and Mentoring – 5% Communication: SDT huddles, client team touch base – 10% Client specific metrics and reporting – 5% Shared services support – 5% Quality Management – 5% Knowledge enhancement sessions and trainings – 5%
Formal Education/Certification	Graduate (except BE/ BTech/ MCA/ regular MBA)
Knowledge and Experience*	0 – 2 years of experience required Previous benefits and calculations knowledge highly desirable Ability to research and analyze complex data/ plan provisions to resolve participant related issues Basic understanding of North America regulatory and legislative knowledge is desirable Intermediate understanding of client administrative environment is desirable Ability to communicate (verbal and written) effectively with stakeholders
Technical Skills	Intermediate knowledge of MS applications like Excel, Word
Work Conditions	Shift to mirror US business hours Office location to be specified (NCR/ Chennai) Mobility between India locations basis team alignment/meetings Participation in training sessions, business management routines in office/offsite