

Lawley

INSURANCE | EMPLOYEE BENEFITS

Technology Platform Analyst

Position Focus:

- Manage a book of business for clients utilizing a technology platform and act as a liaison between the client and service team to provide an accurate and client-specific online benefits enrollment experience
- Spearhead the renewal process of clients in your book of business, collaborating with the service and sales team to adhere to appropriate timelines, collect all appropriate renewal data and paperwork, facilitate client decisions, and ensure the accurate configuration of the platform for the upcoming benefit year.
- Act as a Liaison to technology partners (vendors and carriers) – bi-weekly meetings
- Provide timely follow up on requests for information or system issues
- Provide Employee Education/Demonstration of the employee shopping experience as applicable (may be in-person or recording)
- Provide administrative training, as applicable, to HR users to set them up for success
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs, and scorecard

Successful candidates possess:

- Insurance experience in customer service or account management for 3 years or more
- Life Accident & Health License; or willingness to pursue in the first 90 days
- Ability to troubleshoot and complete error resolution, finding the root cause
- Ability to be flexible and open to change
- Passionate about technology and creating efficiencies/automation
- Computers skills are a must; Including Word, Excel, Outlook & PowerPoint
- Ability to work well independently and on a team
- Incredible attention to detail and organizational skills
- Open to continuing education, college degree preferred
- 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

What's in it for you? *The Lawley Advantage!*

- Fulfilling career securing your clients' well being
- Competitive salary, referral bonuses **AND** annual bonus eligibility
- Great Benefits (Medical, Dental, Vision, Wellness-- the works!)
- Educational and growth opportunities
- Generous PTO and 401K upon hire
- Comfortable, family oriented culture
- Office hours 8-4:30
- Lawley is not a call center environment
- Work hard, play hard!!!



Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.