

Lawley

INSURANCE | EMPLOYEE BENEFITS

Technology Platform Analyst

Position Focus:

- Manage a book of business, including plan analysis and acting as a liaison between the client and carrier for technical expertise, billing, audits, and EDI discrepancies
- Provide initial administrative training and ongoing client support for HR users
- Act as a Liaison to technology partners – bi-weekly conference calls
- Follow up on requests for information, attend open enrollment meetings to present technology solutions to employees of clients
- Submit new and renewal paperwork to carriers, and assist in proposal preparation and renewal packages
- 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 first 90 days
- Ability to troubleshoot and complete error resolution, finding root cause
- Computers skills are a must; Including Word, Excel, Outlook & PowerPoint
- Ability to work well independently and on a team
- Ability to be flexible and open to change
- Passionate about technology and creating efficiencies/automation
- 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.