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| Position: | Data Entry Clerk |
| Classification: | Non-exempt |
| Division & Department: | Operations – Benefits Administration |
| Reports to: | Team Leader |
| Creation or Revision Date: | Revised August 2021 |

Position Summary:

Non-exempt job established for the purpose of gathering and sorting information, processing enrollment information, storing hard copies, validating the data in our databases.

Essential Job Duties and Responsibilities:

- Assists as back-up data entry specialist, enter customer data/benefits from enrollment forms.
- Research and resolve discrepancies between enrollment forms, master files, provider data, and client data and communicates results to appropriate parties on an as needed basis.
- Maintain dependent files as required by contractual obligations.
- Assists the Management Team with quality control checks on data entry of forms as input by the Data Entry Specialist.
- Maintain copies of enrollment forms and/or support data to be imaged in the electronic database.
- Retrieve and furnish copies of enrollment forms to internal and external customers, upon request
- Weekly distribution and audit of employee benefit confirmation statements, to be printed and mailed to employee home address.
- Interface with Service Team as necessary to ensure communication and documentation of problem research and resolution.
- Maintain procedural manuals per each assigned client.
- Provide annual template of confirmation notice verbiage for review/input of Account Management team.
- Conduct 20% audit of all data entry processed by Data Entry Specialist.
- Conduct 20% audit of all confirmation notices printed.
- Print and mail confirmation notices to participant according to client requirements.

Required Skills and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Education/Experience:

High school diploma or general education degree (GED); or equivalent combination of education and experience. A minimum of two (2) years work experience in an office or clerical function preferred. Post-secondary education may be substituted year-for-year for the experience.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software and Spreadsheet software.

Minimum Educational and Experience Requirements:

- Highschool diploma or GED
- Minimum of two (2) years work experience in an office or clerical function preferred. Post-secondary education may be substituted year-for-year for the experience.
- Proficiency with Microsoft Office Suite products, web based and Customer Relationship Management (CRM) applications

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to remain in a stationary position, frequently communicate accurate information, and operate a computer and other office machinery. The employee must have the ability to lift and/or move up to 10 pounds. Specific vision abilities are required to determine accuracy of information reviewed.

Work Environment and Hours:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Duties are performed in an office or field work related environment. The noise level in the work environment is usually moderate. Occasional travel to seminars, training, or other events may be required.

Monday – Friday, flexible schedule within core business hours of 6:00 a.m. to 6:00 p.m., up to one hour for lunch. May be required to work flexible hours and/or overtime. Work hours may vary as required to perform duties of this position with at least a 30-minute lunch.

Employee Acknowledgement:

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. The employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

By signing below, I agree and understand that I must perform each responsibility set forth above as a requirement of my employment with FBMC Benefits Management Inc.

Employee Signature: _____ **Date:** _____

Printed Name _____

Manager Signature: _____ **Date:** _____

Manager Printed Name: _____