DYSTE WILLIAMS

Employee Benefits Account Coordinator

At Dyste Williams, we strive to be a trusted insurance advisor and advocate for our clients. Our experienced professionals are trusted to handle all insurance needs. Many of our seasoned insurance experts have more than 20 years of experience. We're passionate about keeping up with the latest insurance products and benefits and participate in continuing education. Dyste Williams' employees adhere to the highest level of integrity which has been recognized throughout the community and the insurance industry. At Dyste Williams you are part of a successful and supportive team that seeks to meet our client's needs.

Position Overview
The Employee Benefits Account Coordinator is accountable for delivering high quality and efficient service to both internal and external clients by assisting with the Agency's overall workflow processes and providing routine client support. The Employee Benefits Account Coordinator contributes to key business outcomes such as client retention, client satisfaction, enhancing Dyste Williams' value to our clients and prospects, achieving operating/margin targets and fostering a culture of performance and continuous improvement.

Primary Responsibilities Include:

- Serve as primary service contact and develop strong relationships with assigned client contacts.
- Responsible for new client setup and ongoing maintenance of client file in Agency Management Systems (Epic)
- Set up new clients in online benefits administration and online enrollment portal (Ease)
- Provide high quality customer service while assisting in the coordination of services between the client and insurance carriers
- Support others on the team (i.e., maintaining data base, backup or additional duties as assigned by manager)
- Successfully execute all assigned components of client benefit plan renewal process
- Manage client open enrollment process
- Process benefit election changes throughout the plan year (add/terms/life events)
- Promptly respond to routine requests for data and questions from clients, carrier representatives and internal staff
- Schedule and participate in client meetings as necessary
- Develop and maintain positive and effective relationships with our insurance carrier partners
- Refer business across all departments (i.e., commercial lines and personal lines)

Job Specific & Technical Competencies:

- Proficient in basic computing skills including Microsoft Office Suite
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality
- Ability to meet deadlines and coordinate complex tasks related to client interactions and policy management
- Active Life & Health Insurance license or be able to obtain within the first 90 days of employment
- 1-3 years of employee benefits experience preferred but not required
- College degree preferred but not required