

Participant Services Supervisor, MidAmerica

Thank you for your interest in this opportunity at MidAmerica. Please review this position description and let us know if you are interested in applying for the position.

Position Overview

Reporting to the Director of Learning Development and Participant Services of this growing financial services company, the Participant Services Supervisor is primarily responsible for the day-to-day oversight and guidance of the Participant Services team, ensuring its staff provide efficient, high-quality customer service to clients on a consistent basis. The ability to work in a fast-paced and deadline driven environment is essential.

The incumbent must have the knowledge and skills to successfully lead and supervise the Participant Services team. This position provides leadership and coaching of all Participant Services staff so that they are successful in addressing client needs regarding plans and benefits.

The successful candidate will act as a culture leader and be a MLG representative for the Participant Services Team.

The Opportunity

For a motivated Participant Services Supervisor with relevant experience, this opportunity offers several attractive features including the opportunity to:

1. Work with a *committed, knowledgeable, and experienced* team of passionate employees
2. Do *this in highly attractive Lakeland, Florida*, in the company's current operations office
3. Use *varied skills to support* the Participant Services team and develop a long term career progressing through increasingly responsible roles
4. Earn a *competitive compensation* package and benefits

MidAmerica

MidAmerica is one of the nation's leading providers and administrators of retirement and other tax-advantaged benefit plans for government and education employers throughout the US. The company provides innovative employee benefit programs for over a million educators and other public sector employees and 2,200 plan sponsors across the country, and has assets under management exceeding \$1 billion. Originally formed in 1995, MidAmerica's core business has been providing Social Security Alternative and Special Pay programs (tax-advantaged vacation and sick pay plans for governmental employers). This core business has grown dramatically and has expanded to include other defined contribution plans, Health Reimbursement Arrangements (HRA's), FSA administration, Trust (for public employer-sponsored healthcare plans that keep healthcare liability off the books), independent Third Party Administration Services (TPA), 403(b) and 457(b) administration and common remitting services, and most recently, ACA Compliance Reviews. To date the company sells and distributes its products and services through a distribution network of insurance brokers that primarily sell into the public sector.

The Ideal Candidate

The ideal candidate should have excellent verbal and written communication skills, be highly organized and able to prioritize tasks. Most importantly, we seek an individual with who is a team builder with proven leadership abilities to effectively manage our customer's expectations and the Participant Services Team. Equally important, this individual will be agile with a strong sense of collaboration and team work with the ability to anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations.

Primary Responsibilities

MidAmerica's Participant Services Supervisor serves as a coach and motivator for the Participant Services Team who are the first point of contact for participant queries, handling a variety of concerns and questions from both internal & external employees and partners, such as plan enquiries, medical billing, FSA questions, dependent care eligibility, and other general benefit queries. The primary duties and responsibilities of the Participant Services Supervisor include but are not limited to the following:

Responsibilities:

- Monitor team performance, identify training opportunities, and provide coaching to improve performance
- Review, implement, and enforce call center policies and procedures
- Handle complex customer inquiries and escalations and ensure they are seen through to resolution
- Coordinate team scheduling and ensure adequate coverage exists to manage call volume effectively
- Serve as the MLG representative and liaison between the Participant Services Team and other departments to ensure effective communication flow and information sharing
- Ensure team operates within established budgetary expectations
- Through strong listening skills answer client and staff questions in a timely, accurate manner
- Have a thorough understanding of all product offerings in order to accurately respond to escalated queries and assist team
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the business
- Deliver exceptional on-demand client support for clients and partners which results in fanatical support of MidAmerica
- Monitor phone queues and ensure schedule adherence on the part of the staff
- Ability to provide professional and articulate written and verbal communication
- Must routinely meet daily, weekly, and monthly deadlines
- Maintain a pleasant, patient, and friendly attitude during all internal and external interactions

Performance Measures

Performance will be measured by a number of quantitative and qualitative criteria. The primary outcomes and measurement of success for the Participant Services Supervisor include but are not limited to the following:

- After completing initial training & onboarding develop a professional personal brand for communications with internal staff as well as external partners
- The ability to lead, develop and motivate staff to meet or exceed established goals and metrics and have a thorough understanding of call center metrics
- Provide information and assistance to other departments to ensure accurate plan processing
- Be sensitive to the timely response required by clients, both internal and external and respond to all queries within 24 hours
- Ability to use technical tools to drive efficiency and accuracy
- Meet all other activity and outcomes goals

The incumbent will support the company's vision, mission, and values and help drive a PeopleFirst culture; doing what's best for the business, its employees, and its investors, protecting the company's reputation and being open, honest, and fair in all dealings and scenarios.

Skills and Qualifications

Specific Qualifications and career profiles that are essential to the position are as follows:

1. Must have 3-5 years' of successful supervisory experience working in a fast-paced call center environment
2. The ability to develop and motivate staff to meet or exceed established goals and metrics
3. Ability to work and make decisions in a timely manner both independently as well as collaboratively with team members that are in the best interest of the client and the company
4. Competent in reading, analyzing and interpreting statistical data and report on data as needed
5. Consistently maintain a positive, approachable and friendly attitude
6. Regular attendance is required
7. Proven capabilities with a thorough understanding of all system applications including all Microsoft Office Applications

Specific competencies and attributes that are important to the position include:

1. Retirement industry experience preferred with exposure to retirement fund types (403b, 401k, 457 or 401a funds), Health Reimbursement/Flexible Spending Account experience (medical billing, EOB's, 213 eligible medical expenses, FSA debit cards, Dependent care eligibility)
2. Working knowledge of IRS retirement regulations and ACA guidelines
3. Ability to interpret legal documents and set/measure KPI's
4. Solid understanding of all plan offerings and guidelines
5. Ability to interact effectively with all levels of staff
6. Bilingual preferred

Location

The position is based at the company's operations office in downtown Lakeland, Florida.

About Our Work Environment

Our culture and environment encourage people who want to make significant contributions, work on challenging assignments, and prefer an open-minded approach to work. As a mid-stage company we seek people who are not afraid to take on varied assignments and to help out wherever needed. Someone looking for a structured corporate environment with weeks of training before starting the job would not be an ideal candidate. We have an exciting, open work environment that encourages team members to share ideas, try new things, and learn from past experiences. We look for team members who can collaborate with others, will challenge the status quo, understand the bigger picture, and make good decisions. We strive to help our employees achieve personal goals while contributing to the overall team effort. Reasonable accommodations will be made for applicants with qualified disabilities. All applicants must successfully pass a criminal background check and pass a drug test prior to commencing employment.

COMPENSATION

Compensation is fair and competitive and the company offers a number of attractive benefits.

CONTACT

Interested? Please submit cover letter and current resume to Human Resources at careers@myMidAmerica.com