



Benefit Plan Administrators, Inc.

Since 1954

Claims Manager

A&I Benefit Plan Administrators, Inc. is looking for a hands-on Claims Manager to be responsible for managing and leading the Claims Services Department of our rapidly growing company. This position reports directly to the CEO.

Founded in 1954, A&I is a women-owned, leading Third Party Administration company located in Portland, Oregon. We offer employee benefit plan administration services to employers, associations and multi-employer groups in the western U.S.

Position Overview:

Oversee the day-to-day operations of the claims department. Department processes medical, dental, vision, disability, flexible spending account, and stop loss claims and provides customer service for both Corporate and Taft-Hartley self-funded claims accounts. Work directly with clients on renewals, special reporting, and issues resolutions. This position reports directly to the CEO.

Position Responsibilities Include:

- Participate as a key member of the management team, including budgeting, planning, and overall strategic development of the organization;
- Manage and provide leadership and mentoring to staff;
- Ensure timely, accurate claim processing services to clients;
- Ensure excellent customer service to clients;
- Assist in the implementation of services for new clients and products;
- Work with external client auditors to ensure compliance with claims processing;
- Ensure proper procedures and documentation are in place to produce accurate claims processing and customer service;
- Ensure compliance with claim processing regulations;
- Ensure stop loss claims filed properly and timely;
- Develop and implement business and technology solutions to meet client needs and company goals;
- Assist with client renewals and special projects;
- Assist with business development, including assistance with presentations and preparation of business proposals;
- Maintain strong relationships with consultants, clients, PPO networks, and other claim vendors;
- Conduct regular staff meetings.

Minimum Required Education and Experience:

- 7-10 years of progressive health claims experience.
- 3-5 years of previous successful management experience.
- 4-year college degree or additional experience in lieu of degree.

Desired Experience:

- Experience in consumer directed healthcare, including HRA and HSA, a plus.
- Experience in predictive modeling and benefit cost modeling a plus.

Small enough to know you, big enough to serve you.

Proven Skills Regarding:

- Strong skills in claims services;
- Project management experience, including effectively leading project teams;
- Ability to lead, motivate and support claims team;
- Strong communication and interpersonal skills;
- Ability to work with other departments to accomplish company objectives and service clients;
- Excellent organizational skills with the ability to multi-task and prioritize responsibilities;
- Advanced-level MS Excel skills;
- Critical thinking: ability to analyze situations, ask correct questions and make appropriate recommendations;
- Teamwork and flexibility;
- Ability to meet strict deadlines and work under pressure;
- Taking initiative;
- Contributing to a positive work environment;
- Strong work ethic and “ownership” of work;
- Attention to detail;
- Ability to work independently as well as within teams;
- Project a professional, positive attitude and positive image.

Benefits package for management employees includes:

Employer paid Medical, Dental, Vision and Short-Term Disability Insurance;

Employer paid Group Life Insurance;

Pension Plan;

401(k) Plan;

Employer paid parking;

Employer paid cell phone.

For more information or to apply:

For more information about our company, please visit www.aibpa.com to determine if this opportunity may be right for you. Qualified candidates must submit resume, including salary requirements, to HR@aibpa.com, or fax to HR Department at 503-228-0149. Please include reference code CLMGR09.

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