



## **Job Description: Client Operations Department Specialist**

**Location:** Rochester, NY  
**Department:** Client Operations Department  
**Reports to:** Client Operations Department Supervisor

### **Essential Job Duties and Responsibilities**

- The set-up and maintenance of client and participant information in the PPLUS<sup>NT</sup> Software.
- Handle correspondence from clients which may include assisting them with upload / download functions, IRS regulations and BRI standard operating procedures.
- Provide quality customer support to peers and other internal personnel.
- Maintain a thorough knowledge of applicable IRS Codes.
- Maintain a thorough knowledge of company required software that includes but is not limited to: PPLUS<sup>NT</sup>, Debit Card Software, Intranet Tools, MS Word and Excel as required.
- Prepare/process Claim Reimbursements as per department operating procedures.
- Prepare/run/audit/provide BNV pre-funding report to Reconciliation Specialist in accordance with plan year.

### **Accountabilities**

- Must be detail-oriented and have excellent communication and computer skills.
- Commitment to establishing a high level of client satisfaction is a requirement as is dedication to Benefit Resource environment.

### **Knowledge, Skills and Abilities**

- High school diploma or GED. Associate's degree preferred.
- One to three years related benefits or employee benefit administration experience required.
- A mathematical background with experience using Microsoft Word and Excel and candidates with knowledge of PowerPlus software will be favored.

Benefit Resource, Inc. is an Equal Opportunity Employer and believes that diversity leads to strength.