



Coordinator, Student Programs (Hybrid)

Job Title: Coordinator, Student Programs (Hybrid)
Team: Student Programs
Reports to: Executive Director, Student Programs
FLSA Status: Non-Exempt
Approved: April 19, 2022
Date:

Company Overview

Educational & Institutional Insurance Administrators, Inc. (EIIA) is a member-driven consortium of private, faith-inspired colleges, universities and seminaries providing innovative insurance and risk management services. EIIA was formed over fifty (50) years ago during the 1960s when a number of historically black colleges and universities associated with the United Methodist Church were unable to obtain property and casualty coverages from the traditional insurance marketplace. The United Methodist Church assisted the colleges by encouraging them to purchase the coverage as a group. This generated adequate premium volume for an insurance company to offer coverage. EIIA was formally incorporated as a not-for-profit corporation in 1976 with the specific purpose of providing group purchasing and administration of insurance programs for higher education institutions.

The group purchasing of the property and casualty coverages for these colleges was so successful that the concept spread to employee health and welfare benefit programs, long-term disability, life insurance, accidental death and dismemberment, and student health and accident needs of these institutions. Risk management services were added to aid these institutions in managing and avoiding risk.

EIIA's office is located in downtown Chicago and currently works in a hybrid environment. EIIA staff of insurance and risk management professionals serves more than one hundred and forty-five (145) higher education institutions located in thirty-nine (39) states. In addition, EIIA operates two (2) Vermont domiciled captive insurance companies and two (2) grantor trusts.

Currently, EIIA is seeking a Coordinator for our Student Programs Team.

Essential Duties and Responsibilities:

This position works closely with the members of the Student Programs Team and is responsible for the administrative duties of the team. Primary focus is customer service, organization of renewal documents, producing and posting communication documents and other internal projects as requested.

Significant Job Responsibilities:

Core Job Functions

- Generate and verify accuracy of program brochures, plan summaries, and ID cards for all lines as necessary and post documents on the student websites.
- Primary contact for all phone inquires. Heavy call volume when the waiver process is live during the months of May through August – generating as many as 50 calls on high volume days. Most of our calls come from students, parents, institutions and medical providers.
- Generate and email the invoices for all the Student Program coverages and enrollment submissions.
- Assist with the waiver verification process making sure students have insurance coverage.

- Liaison between schools and third party claims administrators (TPAs) regarding claim, plan and eligibility questions.
- Review annual renewal applications for signature.
- Data mining of renewal information for all programs.
- Assist with drafting administrative manuals for institutions by plan type.
- Organization of the annual renewal information, including, assigning policy numbers, tracking renewals, and following up with institutions to be sure all documents are received.
- Develop and maintain the procedures manual for position responsibilities.
- Compile and enter data in the underwriting spreadsheets and EZInsure for completion of the annual underwriting by the Executive Director.
- Review, configure, upload, and track eligibility spreadsheets for all student programs and upload to various third-party administrators and insurance carriers.
- Facilitate requests to print and distribute claim forms and intercollegiate sports and international ID Cards.
- Census tracking and organize Catastrophic Coverage for third party claims administrator.
- General organization of team documents via SharePoint.
- Assist with marketing campaigns.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Required Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty accurately. The requirements listed above are representative of the knowledge, skill, and/or ability required.

Preferred Qualifications:

Experience in the handling or administration of life, health, and accident claims or broker administration is preferred.

Education and Experience:

Bachelor's degree or equivalent is preferred. A minimum of four years insurance industry and customer service experience is required.

Primary Skill Sets:

This position requires proficiency in the use of Microsoft Office Suite (including Excel pivot tables) and Microsoft Publisher; excellent communication skills that demonstrate concise oral and written skills when presenting and delivering a message to others; excellent grammar and mathematical aptitudes and organizational ability.

Physical Demands:

The physical demands described within this description are representative of those that must be met by an employee to perform the essential functions of this job successfully. The position requires the ability to commute to downtown Chicago as required, and function in a hybrid schedule of working at home and in-office environment.

Travel:

There is no ongoing travel required for this position; however, there may be occasions to attend campus meetings, industry conferences or training and development seminars and workshops that may require travel during the business day.

Work Environment:

The work environment characteristics described throughout this document are representative of those an employee encounters while performing the essential functions of this job. The position is

based in a traditional office environment currently working on a hybrid schedule of working at home and in-office.

Background Check Required:

This position is subject to pre-employment screening which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications.

Other Duties and Accommodations:

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Come join our EIIA Team! Interested candidates should forward a cover letter, resume, and salary requirements to Joe Dudzik at jdudzik@eiiia.org

EIIA is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.