



Associate Director, Student Programs

Job Title: Associate Director, Student Programs (Chicagoland/Local/Hybrid)
Team: Student Programs
Reports to: Vice President, Student Programs
FLSA Status: Exempt
Approved Date: February 12, 2024

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/remote environment. EIIA staff 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 an Associate Director for our Student Programs Team.

Essential Duties and Responsibilities:

The Associate Director for Student Programs is responsible for cultivating strong working relationships with member institutions through constant communication and service delivery. The position is primarily responsible for eligibility and billing, website, waiver, and claims management and providing member support through direct contact with our institutions.

Significant Job Responsibilities:

Primary Functions

- Requests eligibility information from institutions. Records eligibility numbers for billing. Reports eligibility to respective third party administrators and/or insurance carriers. Manages all student adds/drops.
- Bills institutions in the fall and spring terms for estimated and adjusted premium. Performs ongoing monthly billing for adds and drops that occur throughout the year. Responsible for vendor bill reconciliation. Works closely with the accounting department.
- Serves as liaison between schools and third-party claims administrators (TPAs) regarding claim, plan, and eligibility questions.
- Manages student websites – including uploading documents, wording changes and set up for institutions.

- Reviews waiver submissions and answers questions regarding waiver and waiver status. Emails and/or texts students required to waive.
- Assists with the renewal process by tracking renewals and census data.
- Prepares the Self-Funded Plan claim reports for the Finance Department, monthly.
- Develops and maintains the procedures manual for position responsibilities.

Other Functions

- Responds to Student website inquiries.
- Troubleshoots claim, service, plan, or vendor issues.
- Assists with completing underwriting worksheets.
- Upon request, attends campus meetings.
- Serves as backup to Teammates.
- Assists with generating communication documents for students.
- Generates and sends ID cards to the printer for production.
- Assists the Team to support the goals.

Supervisory Responsibilities:

This position does not have any direct supervisory responsibilities.

Required Qualifications:

To perform this job successfully, an individual must perform each essential duty accurately. Requirements listed above are representative of the knowledge, skill, and/or ability required. Intermediate to advanced Excel experience required. Proficiency in interpreting insurance plan policies required.

Preferred Qualifications:

Experience in life, health, and accident claims is preferred.

Education and Experience:

Bachelor's Degree is desirable with a minimum of four (4) years' experience, or combination of training and experience is required.

Primary Skill Sets:

This position requires proficiency in the use of Microsoft Office Suite (including Excel pivot tables) and website management; excellent customer service, organizational, technology, analytical, and communication skills that demonstrate concise oral and written skills when presenting and delivering a message to others; excellent grammar and mathematical/accounting aptitudes. Ability to carry out responsibilities independently and collaboratively with diverse groups; ability to easily adapt to workload demands; a keen eye for details; dependability; creativity; self-initiative; teamwork and group participation; accountability; troubleshooting, problem solving, and ability to execute sound decisions in a timely manner; strong work ethic exhibiting a professional demeanor; self-motivation and self-initiative; strong interpersonal skills; excellent written and oral communication skills; ability to learn new systems.

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 and function in a traditional office environment.

Travel:

There is no 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 position is local/hybrid and requires the ability to travel as needed including possible weekend travel, though the need is infrequent. Occasional trips may be required to campuses or attendance at professional conferences. In office attendance (Chicago) is required on an as-needed basis.

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.