



Pierce Group Benefits is currently the largest provider of employee benefits consulting and administration in North Carolina's public sector. Our firm is a full-service employee benefits brokerage that builds comprehensive benefits packages for employers in North Carolina, South Carolina, and Virginia.

We are currently seeking an **Enrollment Technician** that thrives in a fast-paced environment with exceptional organizational skills.

Essential Duties Include:

- Supporting role for our Data Management Team using programs such as Selerix, Employee Navigator, Harmony, Excel, and other technology platforms
- Work closely with our Account Executive team to assist and provide technical support related to the benefits administration system to meet client expectations
- Configure and maintain benefits administration system for clients, including plans, eligibility, coverage options, and premiums
- Develop and maintain reports, including custom data reports
- Respond to benefit and system related inquiries to ensure questions are handled timely
- Troubleshoot system issues and work with necessary parties to resolve errors
- Effective communication with both technical and non-technical co-workers is expected
- Prioritizing and managing multiple projects simultaneously to ensure client satisfaction and completion within a set timeline
- Consistently maintain security and confidentiality of all client data per company policy and HIPAA requirements
- Completing special projects as assigned
- Following company procedures concerning all essential duties and responsibilities

Requirements:

- Associate degree or equivalent experience
- Experience with Selerix's BenSelect platform or Benefits Administration
- Experience with Employee Navigator
- Excellent problem-solving, logic, attention to detail, and analytic skills
- Knowledge or experience with HIPAA regulations is a plus.
- Exceptional time management and organizational skills to work independently as well as with a team
- Advanced Microsoft Office Skills– Excel (must have), Word, Power Point and Outlook

If you are interested in this position, please send your resume along with a cover letter to jobs@piercergroupbenefits.com.