**About isolved**

isolved is an employee experience leader, providing intuitive, people-first HCM technology. Our solutions are delivered directly or through our partner network to more than five million employees and 145,000 employers — who use them every day to boost performance, increase productivity, and accelerate results while reducing risk. Our HCM platform, isolved People Cloud, seamlessly connects and manages the employee journey across talent management, HR & payroll, workforce management and engagement management functions. No matter the industry, we help high-growth organizations employ, enable and empower their workforce by transforming employee experience for a better today and a better tomorrow. For more information, visit [www.isolvedhcm.com](http://www.isolvedhcm.com).

**Carrier Relations and Partnerships Specialist**

Location: Aby

**Job Summary:**

The Carrier Relations and Partnerships Specialist is an integral member of the team that displays exceptional relationship building and communication skills in addition to providing benefits industry knowledge in order to build strong partnerships with carriers and vendors. This role will establish and enhance relationships with carriers, negotiate carrier minimums as it relates to carrier feeds and establishing preferred provider statuses. This role will partner with our integrations and carrier feed/EDI teams to prioritize carriers, listen to carrier challenges and work toward mutually agreeable solutions and create referrals.

**Core Job Duties:**

* Act as a point of contact and strategist in dealing with establishing, developing and maintaining long-term relationships with carriers and vendors.
* Liaison between internal Carrier Connect/EDI teams, Custom Report teams and API teams to find mutually agreeable solutions.
* Establish “preferred partner” statuses with carriers
* Identify, build, and maintain a carrier knowledge base with companion guides and reusable required documentation per carrier, error thresholds, testing cycle times, etc.
* Establish multi-tenant file transmission agreements with carriers for small groups
* Identify and build carrier business partnerships for carrier sponsored transmissions
* Work with carriers to identify open enrollment requirements and minimum lead times.
* Spearhead monthly, quarterly, and annual reporting on carrier/vendor performance and SLAs in addition to progress on new relationships
* Serve as an escalation point with carriers and vendors on service issues or SLAs that are not being met
* Analyze and validate benefit plan configuration accuracy or if change is needed in addition to alignment with carrier specifications
* Utilize independent judgement to define priorities and appropriate SLAs, minimum group sizes and other factors of established relationship.
* Work with benefits manager and relationship managers on escalations when appropriate
* Collaborate with 3rd party vendors on questions, escalations, orders, and enhanced processes
* Partner with internal benefits team and implementation teams on plan builds, updates and related questions to facilitate the Carrier Feeds/EDI process seamlessly
* Coordinate with integration team on various APIs
* Assist in researching discrepancies and reporting between systems and resolve inaccuracies
* Manage customer escalated issues and drive resolution
* Build strong customer relationships, consulting with them to make recommendations for appropriate benefit plan set up and integration with carriers
* Manage a variety of benefit plan information (retirement, FSA, medical, dental, vision) for the purpose of ensuring plans are established according to client summary plan descriptions, eligibility, and termination rules
* Maintain regular communications with carriers, vendors, and customers, when appropriate, to keep them apprised of the status of their outstanding questions/issues or projects
* Attend and participate in all relevant meetings
* Complete special projects as needed
* Adhere to company and departmental policies

**Minimum Qualifications:**

* Demonstrated strong technical aptitude and capabilities
* Excellent written and verbal communication skills, including fluency in English
* Exceptional relationship building skills
* Strong understanding of relationship management
* Ability to build relationships at multiple levels and work cross-organizationally
* Demonstrated success in a role requiring strong attention to details, teamwork, and initiative
* Demonstrated passion for delivering an outstanding customer experience

**Education and Experience:**

* 5+ years of experience in benefits industry with relevant carrier relations experience
* Knowledge of Benefits, Human Resources, and Health Insurance
* Software experience, preferably in a SaaS environment.
* Four-year degree or equivalent education and business experience

*isolved offers competitive total rewards including health & welfare benefits, career development and advancement opportunities, 401k match, annual merit and pay for performance bonus eligibility and a flexible, safe work environment.*

*We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. isolved is a progressive and open-minded meritocracy. If you are smart and good at what you do, come as you are.*