**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).

**Benefits Analyst**

Location: Any

**Job Summary:**

The Benefits Analyst is an integral member of the Benefits Team that will play a role in partnering with and providing exceptional customer service to our customers and other internal teams including EDI and Tier 2 Customer Support. The member must be able to manage and prioritize multiple and competing deadlines in addition to displaying good time management. Responsibilities include system documentation, configuration, quality assurance tasks, issue resolution, and other special projects.

**Core Job Duties:**

* Provide superior customer service.
* Gather, review, understand, and document benefit plans per client plan designs as it relates to client benefits renewal processes.
* Build/update benefit plans per client benefit plans specifications and validate configuration is accurate.
* Create new benefit pan enrollment periods for Employee Self Service Wizards for annual open enrollment, new hire enrollment, and life events enrollment.
* Communicate with customers timely regarding the configuration status and changes made to current system configuration.
* Build strong customer relationships, consulting with them to make recommendations for appropriate benefit plan set up and integration with carriers.
* Facilitate annual enrollment orders with isolved EDI Team for carrier feed renewals, if applicable.
* Act as a liaison between the customer and isolved EDI Team on carrier feed status.
* Coordinate COBRA syncs with isolved benefit services, if applicable.
* Coordinate FSA, H.S.A., and HRA product synchs with isolved benefit services, if applicable.
* Work in NetSuite to update project status/tasks as necessary and communicate all renewal information through the project/case.
* Assist Benefits Tier 2 in grabbing NetSuite cases to provide resolution to benefits questions or items.
* Create and load benefit enrollment import templates, if applicable.
* Collaborate with peers to establish best practices.
* Provide feedback and developmental coaching to other team members.
* Attend and participate in all relevant meetings.
* Complete special projects as needed.
* Adhere to company and departmental policies.
* Perform other duties and responsibilities as assigned.

**Minimum Qualifications:**

* Software experience, preferably in a SaaS environment.
* Subject Matter Expert in Benefits Administration.
* Understanding of the Affordable Care Act.

**Education and Experience:**

* Bachelor's degree and/or 2 - 4 years related experience in Human Resources, preferably in a client service industry.

*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.*