

Updated: March 29, 2022
Title: Insurance Plans Specialist
Staff Group: Ministries and Faith Development, Office of Church Staff Finances (OCSF)
Reports To: Insurance Plans Director
Location: Open*
Grade: 10, full-time with benefits

Purpose

To provide outstanding customer service to UUA congregations, UUA-related organizations, their lay leadership, congregational staff, and other enrolled employees as it relates to the UUA Health and Group Insurance Plans. To respond to inquiries regarding offered benefit plans, assist in enrolling participants, resolve enrollment and billing issues, and provide follow up to participating employers and plan participants consistent with the Unitarian Universalist values of compassion, fairness, and recognizing the inherent worth of all individuals.

Principal Responsibilities

1. Customer service, information sharing, and problem solving:
 - Offers excellent customer service in the administration of our UUA Insurance Plans (health, dental, life, and disability insurances) for congregational leaders, other participating organizations, religious professionals, and other staff by providing general information, answering inquiries, and monitoring issue resolution end-to-end. Educates constituents to reference plan documents, tertiary resources, and/or to contact other OCSF staff as appropriate.
 - Collaborates with the Compensation and Retirement Plan teams to coordinate and advance the OCSF mission and priorities.
2. Enrollment and billing:
 - Assists in the administration of the UUA Health and Group Insurance Plans by reviewing automated enrollment data, correcting administrative errors, and processing benefit and enrollment changes, address and ID card changes, and terminations in accordance with plan documents, federal law and regulations, vendor contracts, and insurer rules and procedures.
 - Maintains operational level communications with our billing vendor and insurance plan carriers.
 - Ensures the seamless continuation of benefits for plan participants transitioning to new participating employers and continuous coverage during breaks in service, collaborating with the UUA Transitions Office as appropriate.
 - Assists with planning for and implementation of the annual open enrollment period.
 - Tracks and proactively communicates to health plan participants reaching age 65 to offer their transition to Medicare. Notifies plan participants when dependents approach losing coverage due to aging out of eligibility. Ensures retirees are informed that they may be able to retain dental enrollment in retirement.
 - Maintains the documentation used to enforce congregational compliance with plan rules and procedures.
3. Long-term disability and life insurance claims support:
 - Acts as primary contact to participating employers and individuals exploring the benefits and application process of the long-term disability insurance plan. Compassionately accompanies employees through the application process by providing ongoing information and emotional support during the 90-day evaluation period and beyond.
 - Notifies the OCSF Director of new LTD applications and refers individuals to OCSF Compensation Team members to review employment-related issues.
 - Refers LTD claimants and other UUA-related employees facing terminal illness to the OCSF Director for additional financial and pastoral support.
 - Serves as primary contract for beneficiaries of deceased employees answering questions and providing information regarding the process of filing a claim under the term life insurance plan.
4. Information management:
 - Working with the automated data collection and processing systems used by the OCSF, monitors the monthly billing and collection process, including problem-solving with congregations, individuals, and vendors through to final resolution.
 - Monitors vendor(s) monthly report cycles, provides a copy to the UUA Finance staff team, and interfaces between Finance and vendor(s) on routine issues.
 - Monitors monthly accounts receivable activity and recommends corrective action to supervisor.

- Creates a monthly statistical report on GIP enrollment, creates payment detail reports for GIP carriers, and prepares check requests for approval.
- 5. Congregational and subscriber compliance reporting and audit preparation:
 - Coordinates congregation and individual compliance with federal and plan reporting requirements including enrollment documentation, updates to subscription agreements, timely reporting of personnel and compensation changes, certification of contributions, and documentation of congregational resolutions.
 - Conducts periodic reviews of congregational compliance with UUA recordkeeping and documentation policies and prepares reports for auditors.
 - Works closely with other OCSF team members in designing and promoting the annual “UUA Staffing and Compensation Report.”
- 6. Strategic communication:
 - Participates in crafting editorial content related to the marketing of the UUA Health and Group Insurance Plans, based heavily on experience with members and congregational leaders.
 - Manages updates of insurance-related webpages and documents.
 - Crafts content and advises other OCSF staff on social marketing of the UUA Insurance Plans.
- 7. Database maintenance:
 - Assists in the design, maintenance, and analysis of a master database to track congregational and staff participation in the UUA Health, Group Insurance, Retirement Plans, and Compensation programs; assists in data migration to database.
 - Oversees the reconciliation of internal database records with insurer files quarterly or as required by contract with insurers and vendors.
 - Produces reports and analyses as required.
- 8. Other OCSF responsibilities:
 - Maintains operations manual with complete, current documentation for all essential tasks.
 - Provides administrative support to the UUA Insurance Plans team.
- 9. Performs other duties as requested by supervisor, the Office of Church Staff Finances Director, the Co-directors of Ministries and Faith Development, the Executive Vice President, or the President.

Qualifications

This is a Grade 10 position (expected hiring range \$41,600-\$62,000 depending on experience). Note that qualifications may be met as a result of lived experience, volunteer work, professional experience, and/or formal or informal training. Our ideal candidate will have:

- Bachelor’s degree with at least 3 years’ experience in HR, payroll, customer service, membership services, or related work.
- A sound grasp of benefits plans administration and the fundamentals of insurance, as demonstrated by industry experience. CEBS certification or participation in similar training programs is a significant plus.
- Familiarity with HRIS, enrollment/billing systems, and ad hoc queries of complex databases is preferred. Web content management system (CMS) or other web management software experience is helpful.
- Excellent communication, interpersonal, and organizational skills.
- The capacity to learn and convey detailed information.
- A team approach and a customer service mindset.
- Skilled at communicating via e-mail, phone, Microsoft Teams, Zoom, and other social media platforms.
- Working knowledge of typical staff and volunteer roles and responsibilities in faith communities is a plus.
- High proficiency in the Microsoft Office Suite (Word, Excel, and Outlook) and database experience helpful. Strong math skills.
- Ability and willingness to travel to Boston for in-person team meetings 3-4 times per year.
- Worked or lived experience with communities of color or indigenous peoples is of particular value.
- Eagerness to work in an organization in which the dismantling of white supremacy is a high priority.

* This is a remote, work-from-home position. Location is open in the continental United States. You should have easy access to a major airport due to the travel requirements of this position.

How to Apply

People with disabilities, people of color, Indigenous people, Hispanic/Latinx, and LGBTQ candidates are encouraged to apply. The UUA is committed to developing a diverse and talented staff team. If you are excited about this role, but are unsure whether you meet 100% of the requirements, we encourage you to inquire and/or apply. Send a cover letter and your résumé via e-mail—indicating “Insurance Plans Associate” in the subject line—to careers@uua.org, via

fax to (617) 948-6467, or to Human Resources, UUA, and 24 Farnsworth Street, Boston, MA 02210. E-mail submissions preferred.

About the UUA

The Unitarian Universalist Association is a progressive religious denomination headquartered in Boston's waterfront Fort Point Innovation District. Our faith community of more than 1,000 self-governing congregations brings to the world a vision of religious freedom, tolerance, and social justice. Our normal workweek is 35 hours, we pay 80% contribution towards health insurance premiums, 10% towards retirement (after one year), and have generous paid time-off policies. We are a great place to work and we value diversity. The UUA is an Equal Opportunity Employer and is committed to the full inclusion of all. As part of this commitment, the UUA will ensure that applicants and staff with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact the Office of Human Resources at (617) 948-4648 or humanresources@uua.org. For more information on the UUA, visit us online at UUA.org and uuworld.org.

Support for the Mission and Values of the Association

The Unitarian Universalist Association is a progressive and historic religious denomination. While it is not generally required or expected that an applicant/employee identify as a Unitarian Universalist (UU) or be a member of a UU congregation in order to work at the UUA, all UUA staff members are expected to perform their job duties in accordance with the UUA's values, principles and mission. In particular the following points, drawn from the Seven UU Principles, are of particular importance for the UUA's work environment and staff culture:

- The inherent worth and dignity of every human being: We affirm the need for a human-centered workplace that allows our diverse staff to flourish. We also understand that our wider culture and society oppresses and denies human dignity, and we seek to counter the effects of that oppression in our hiring and workplace culture so that each person feels whole and valued.
- Justice, equity and compassion in human relations, and the goal of world community with peace, liberty and justice for all: We speak openly and publicly of our support for social and political issues, including LGBTQ equity, racial justice, climate justice, gender equity, and reproductive justice.
- The interdependent web of existence: We recognize that the liberation of all people is interwoven, and we work to counter patriarchy, white supremacy, colonialism, homophobia, transphobia, environmental exploitation, and other interrelated systems of marginalization.