

Administrative Assistant- Benefit Coordination

Revised	November 30, 2009
Reports to	Senior Benefit Coordinator
Title	Administrative Assistant

CORPORATE SUMMARY:

Headquartered in Wakefield, Massachusetts, with employees in fifteen states, Crowe Paradis is the fastest growing benefit advocacy organization in the United States. Focusing on Social Security Disability Insurance and Medicare, Crowe Paradis' mission is to expedite benefit claim processing for our clients thereby enabling them to focus on their health and family. Crowe Paradis' accountability based culture is a great fit for a hard worker with strong interpersonal and communication skills who has worked in a fast growth, early stage company, and has the ability to adjust to rapid and constant change in a service-oriented organization.

LEADERSHIP THAT MODELS AND TAKES RESPONSIBILITY FOR CREATING AN ORGANIZATION THAT IS:

- **Upstanding** with a strong moral character and integrity where doing "the right thing" is good business, even when it may be inconvenient or uncomfortable.
- **Trustworthy** based on open and honest communication creating a workplace free from dysfunction.
- **Earnest** seeing difficult situations as opportunities instead of obstacles treating all parties with respect and dignity, maintaining perspective during challenges, and valuing organizational humility.
- **Passionate**, showing positive energy and enthusiasm by taking pride in your work while finding satisfaction, fulfillment and some fun.
- **Learner**, recognizing that the drive to learn is the key to growth, success and happiness.
- **Committed** to team players who place the organizational goals first.

ESSENTIAL DUTIES:

- Answer phones in a timely and professional manner
- Calendar management including the scheduling of meetings and follow through
- Draft/write/answer correspondences
- Compile and prepare documents for mailings
- Maintain departmental office supplies
- Data entry
- Copy, file and fax as needed
- Provide back up to Receptionist when needed
- Other administrative duties as requested/needed

GENERAL SKILLS:

- Excellent organizational skills; ability to manage multiple priorities and tasks and prioritize tasks and assignments appropriately; results oriented.
- Excellent verbal and written communication skills.

- Timely, work, excellent customer service and consistent follow-up.
- Analytical and critical thinking skills, with demonstrated consistent sound judgment and decision making skills; ability to identify potential problems and provide proactive solutions for management of problems; able to recognize need for supplemental resources.
- Ability to analyze issues and extrapolate appropriate solutions.
- Models a high level of accountability and personal integrity; able to communicate across the organization openly and with respect

BUSINESS PARTNERING AND REPORTING:

- Reports directly to Senior Administrative Assistant
- Become intimately familiar with individual LTD specifications and practices
- Partner with both customers and CP&A's IT, Finance, Administration, Legal, Sales, Operations, and Human Resources
- Partner with Director of Operations & Senior Administrative Assistant to recommend and implement process and report improvements, as well as document and track progress results

QUALIFICATIONS:

- BS/BA Degree
- Experience working in a call center environment or insurance or benefit claim organization preferred.
- Excellent organizational and communications skills (oral and written), ability to manage projects independently, and pursue multiple objectives simultaneously.
- Must have extensive experience and be skilled in the use of programs such as MS Word, Excel, and PowerPoint.

The Administrative Assistant is a non exempt position with no travel requirements