MID AMERICA CARPENTERS BENEFITS

Title: Manager, Health Benefits
Department: Health Benefits Operations
Location: Chicago / St. Louis

Job Description
The Manager provides leadership and strategic oversight of day-to-day Health Benefits Operations across the Chicago and St. Louis regions, ensuring the accurate, timely, efficient, and compliant administration of enrollment, eligibility, records management, retiree health, Non-bargaining Office Employee benefits, COBRA, self-pay premiums, and participant communications. The Manager leads the integration of both regional teams, establishing aligned workflows, clear responsibilities, and consistent service standards. The Manager directly supervises two supervisors and oversees staff across both regions, setting operational priorities, driving productivity, and establishing performance expectations while maintaining accuracy, compliance, and service quality. The position collaborates with departmental leaders to streamline processes, strengthen cross-departmental partnerships, implement technology solutions, and ensure consistent application of Plan provisions. Serving as a subject matter expert, the Manager leads system implementations, process improvements, compliance initiatives, and staff training, fostering operational excellence and exceptional service to participants, employers, and staff.

Job Responsibilities
- Establish departmental goals, operational priorities, and performance standards across both regions. Monitor productivity, turnaround times, accuracy, backlogs, and service quality through regular reporting and implement corrective actions as needed.
- Manage, coach, and develop two supervisors and provide leadership to staff through clear expectations, feedback, and performance management. Partner with Human Resources and leadership on employee relations matters and oversee attendance, timesheets, and personnel documentation.
- Integrate the Chicago and St. Louis teams by aligning procedures, clarifying responsibilities and handoffs, supporting cross-training, and fostering collaboration and accountability while maintaining service continuity.
- Balance workloads across regions with the supervisors, considering staffing capacity, employee capabilities, work volume, and deadlines.
- Partner with the designated training lead to identify training needs, provide subject matter expertise, and reinforce employees' understanding and application of Plan provisions, procedures, systems, and service expectations.
- Provide guidance on eligibility requirements, Plan provisions, and administrative procedures, and resolve complex participant, employer, and operational escalations.
- Use operational data and workflow reviews to identify bottlenecks, reduce duplication and rework, and improve efficiency and productivity while maintaining quality and compliance.
- Partner with internal and external stakeholders to define system requirements, test functionality, resolve issues, and implement technology solutions.
- Maintain departmental policies, procedures, documentation, and internal controls that support consistent administration and compliance with applicable requirements, including HIPAA, PCI, ACA, COBRA, and CMS.
- Maintain confidentiality and discretion when handling participant, employee, employer, and Plan information.
- Travel between the Chicago and St. Louis regions at least once per month, with additional travel as needed, to provide onsite leadership, support supervisors, and advance regional integration and operational improvements.
- Perform other duties and special projects as assigned by leadership.

Basic Qualifications

- Minimum of 5 years of progressive experience in team leadership, operations, benefits administration, or a related field, with demonstrated experience managing or leading employees.
- Demonstrated strength in operations management, with a record of improving efficiency, increasing productivity, and implementing sustainable process improvements.
- Demonstrated ability to integrate and lead teams across multiple locations, manage supervisors, guide organizational change, and hold teams accountable for performance and results.
- Ability to establish performance metrics, analyze operational data, and use results to set priorities, improve workflows, and evaluate team and individual performance.
- Commitment to providing exceptional service to participants, employers, and staff.
- Demonstrated ability to make sound decisions, resolve complex issues, and exercise independent judgment.
- Ability to effectively manage competing priorities and maintain high levels of accuracy in a deadline-driven environment.
- Strong organizational, analytical, problem-solving, and critical-thinking skills.
- Strong interpersonal and communication skills with the ability to build productive relationships with staff, leadership, participants, employers, and external partners.
- Ability to manage confidential and sensitive information with discretion.
- Proficiency in Microsoft Office, particularly Excel and PowerPoint.

Work Authorization

No calls or agencies please. The Mid-America Carpenters Regional Benefit Services will only employ those who are legally authorized to work in the United States. This is not a position for which sponsorship will be provided. Individuals with temporary visas such as E, F-1, H-1, H-2, L, B, J, or TN or who need sponsorship for work authorization now or in the future, are not eligible for hire.

Equal Opportunity Employer

The Mid-America Carpenters Regional Benefit Services is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.