



Position Overview
L.O.A ADMINISTRATOR

Job Purpose

The LOA Administrator is the focal point role for ASM Leave of Absence program. The LOA Administrator will provide leave administration and or leave coordination services, under the Family & Medical Leave Act of 1993, state leave laws, and employer authorized leave policies.

Job Responsibilities

Proactively manage all leave related activity including but not limited to:

- To serve as a subject matter expert ensuring legal compliance regarding all company Leave of Absence issues including but not limited to: Corporate sponsored Disability Policies, Federal FMLA, State Sponsored FLA, HIPPA, USERRA, ADA and other Leave of Absence related legislation and policies.
- Accountable for overall program management: creating and monitoring eligibility, develop and maintain accurate reports, and partnering with the benefits team for ongoing program updates, reporting, and periodic review of overall plan management.
- Produces written documents, such as letters, memos, and reports, in order to send and receive information regarding claim status, leaves of absence under the Family Medical Leave Act, and any other relevant state or federal leave laws, including the Americans with Disabilities Act.
- Serves as liaison between Company, the associate, divisional and department managers, and relevant third party carriers in the management.
- Initiates and collaborates with the benefit & legal teams regarding escalated cases, and/or cases possibly involving ADA accommodations.
- Create and maintain confidential electronic leave records and tracking information using Microsoft office applications, HRIS applications, and other vendor systems ensuring accuracy and completeness of all records. Ensuring all medical and family leave standards and protocols are followed under legal, regulatory and company policy.
- Comprehends and makes inferences from written material such as letters and reports from doctors in order to make determinations regarding ability to return to work.
- Participates in special projects and cross functional teams as required.

Job Requirements

- Two years of call center experience in a team-based environment in human resources, benefits administration, or health-related field.
- 5 years previous experience working with Leave Administration under the Family Medical Leave Act, California Family Rights Act and other state leave and disability programs.
- Extensive knowledge of HIPAA, FMLA, ADA, USERRA, state leave laws, statutes, liabilities, and procedures to include any employer-authorized leave policies.
- Excellent customer service, interpersonal and communication skills; position requires daily discussions with customers at all personnel levels.
- Skill in counseling associates and resolving complaints and disputes.
- Computer skills with a range of desktop applications, and ability to analyze report data and explain graphical representations to customers.
- Organizational Skills - must be able to juggle multiple projects and priorities at once.
- Microsoft Office Applications Word/Excel – Intermediate Level.
- Report writing systems knowledge and skills (i.e. Report Smith or related software).

- Basic medical terminology, helpful.
- Project management skills.
- Comfortable with change.
- Self-starter, takes initiative, can work independently.
- Good written and oral communications.
- Sensitivity and discretion in handling confidential information of participants and departmental employees
- Maintains knowledge of legal requirements and best practices relevant to leave of absence programs and administration
- Bi-Lingual speaking skills a plus

Contact Information:

Are you passionate about Service Excellence, Results, Integrity, Entrepreneurial Focus and Leadership? These are our values at ASM. Come learn why "Winning Together" is more than just words on a piece of paper. It is the vision by which we live our mission as an organization:

"To create outstanding value for clients and customers through superior sales execution, operational excellence and innovative marketing services."

For immediate and confidential consideration please contact:

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Principals only please

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