

Job Description: Carrier Service Supervisor

Job Summary

The Carrier Services Supervisor is responsible for supervising the daily operations of the Carrier Services department, including administration processes for new and renewal clients. This role combines hands-on operational support with team leadership responsibilities to ensure accurate, timely, and efficient service delivery. The Supervisor oversees workflow management, staff development, reporting analytics, and process improvement initiatives while serving as a subject matter expert for carrier services operations. This position plays a key role in supporting strategic decision-making through data analysis, operational oversight, and cross-functional collaboration.

Reporting Structure

This position reports to the SVP, Chief Service Officer

Job Logistics

This position is eligible for in-office, or hybrid work arrangements, Monday through Friday, 8 a.m. to 5 p.m.

Duties/Responsibilities

- Supervise the daily operations of Carrier Services policy administration for new and renewal clients.
- Perform advanced policy administration functions and provide escalation support for complex issues.
- Oversee stop-loss filing processes and carrier presentations.
- Provide direct leadership and supervision to team members, including assigning workloads, managing PTO requests, conducting performance evaluations, coaching employees, and disciplinary actions.
- Train, mentor, and support staff development through ongoing education.
- Monitor departmental workflows, turnaround times, and service standards to ensure timely and accurate processing of policy administration and stop-loss claim filings.
- Track and analyze Book of Business (BOB) loss ratios and prepare reporting for carrier partners and leadership review.
- Maintain and update Carrier Services templates, workflows, and internal workshops to enhance operational efficiency and service quality.
- Maintain strong working relationships with internal departments, brokers, clients, carriers, and external vendors.
- Ensure the accuracy, completeness, and timeliness of all department documentation and reporting.
- Generate, and analyze business reports and data analytics to support operational and strategic decision-making.

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- Review data reports regularly to identify trends, discrepancies, and opportunities for improvement, implementing corrective actions as needed.
- Communicate data analysis findings to Account Executives, department managers.
- Support organizational goals by collaborating with sales, marketing, and other departments through reporting and business analysis.
- Monitor stop-loss data to identify changes in financial and business trends.
- Participate in special projects and additional duties as assigned.

SUMMARY OF QUALIFICATIONS	Required	Preferred
Education		
Bachelor's degree in a business-related field	X	
Experience and Skills <i>(list specific skills and years of experience if applicable)</i>		
4+ years of experience as a business/data analyst in the health insurance industry, specifically TPA	X	
3+ years Benefit Focus/Cedargate experience	X	
Analytical skills that allow for the development of data-driven reports	X	
At least 4 years in a data analysis or report role	X	
SUMMARY OF QUALIFICATIONS	Required	Preferred
Excellent analytical and problem-solving skills	X	
Proficiency in the Microsoft Office suite of applications (Excel, Word, PowerPoint). Strong Excel, including advanced functions and pivot tables.	X	
Experience communicating information both orally and in writing to internal and external customers of all professional levels	X	
Ability to work independently and as part of a team	X	
Physical Requirements		
Ability to lift 30 pounds	X	
Ability to sit for multiple hours		X