

## **Account Manager – Employee Benefits (Remote)**

### **ASIFlex**

**Employment Type:** Full-time, Non-Exempt

**Location:** Remote (U.S.-based)

**Pay:** \$20.00 per hour, with higher rates negotiable based on experience and qualifications

**Travel:** Up to 20% for client meetings and events

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### **About ASIFlex**

ASIFlex is a national third-party administrator (TPA) of employee benefit programs, including FSAs, HSAs, HRAs, LSAs, Dependent Care Assistance Plans (DCAPs), Commuter Benefits, COBRA, and Direct Billing services. We help employers and employees across the U.S. navigate their benefits with clarity, accuracy, and exceptional customer service.

We're seeking an Account Manager to join our team. You'll serve as the primary point of contact for an assigned portfolio of employer clients—providing expert guidance, ensuring compliance, and maintaining strong client relationships. This position may be performed 100% remotely from within the United States, with occasional travel for client visits or company events.

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### **Key Responsibilities**

- Manage and grow relationships for an assigned block of employer clients.
  - Conduct quarterly client touch-points and annual in-person visits with top clients.
  - Lead or assist with implementation of new client programs and renewals.
  - Respond to client inquiries within established timeframes (email within one business day; voicemail within four hours).
  - Provide guidance on:
    - Plan eligibility and status-change rules
    - Eligible and ineligible FSA, HSA, HRA, LSA, and DCAP expenses
    - Summary Plan Descriptions (SPDs) and Form 5500
    - Non-discrimination testing under IRC §125 and §129
    - Regulatory updates and compliance requirements
    - Plan design and risk-mitigation strategies
  - Track, investigate, and resolve client service issues.
  - Maintain accurate client documentation in internal systems.
  - Stay current on IRS, DOL, and ERISA regulations and industry trends.
  - Collaborate across departments and provide backup coverage as needed.
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### **Qualifications**

- High school diploma or GED required; bachelor's degree preferred or equivalent industry experience.

- Minimum one year of experience in employee benefits, healthcare, insurance, or third-party administration.
  - Excellent communication and relationship-management skills.
  - Strong organizational and analytical skills with attention to detail.
  - Proficiency in Microsoft Office and ability to learn proprietary systems.
  - Professional, reliable, self-motivated, and able to work independently in a remote setting.
  - **Preferred:** Working knowledge of FSA, HSA, HRA, LSA, DCAP, and COBRA programs.
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### **Compensation and Benefits**

- \$20.00 per hour, with higher rates negotiable based on experience and qualifications.
  - Comprehensive benefits package including:
    - Medical, dental, and vision insurance
    - Flexible Spending Account (FSA) with company match
    - 401(k) with company match
    - Paid time off and holidays
    - Professional development and volunteer opportunities
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### **Work Environment**

This is a remote position operating during standard business hours in the Central Time Zone. Headquarters are located in Columbia, Missouri, and an in-office or hybrid options are available for those living near ASIFlex headquarters.

Reasonable accommodations may be made under the Americans with Disabilities Act (ADA) to enable individuals with disabilities to perform essential job functions.

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### **Equal Employment Opportunity**

ASIFlex is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, genetic information, veteran status, or any other protected classification under applicable law.

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### **Pay Transparency and Employment Disclaimer**

ASIFlex complies with all applicable pay-transparency laws.

This position is classified as non-exempt under the Fair Labor Standards Act (FLSA).

Employment with ASIFlex is at-will, meaning either the employee or the company may terminate employment at any time, with or without cause or notice, consistent with applicable law.