

ADP Global Leadership Development Program

MBA Sample Rotational Assignment

Business Unit: SBS/TotalSource
Title: Director, Client Benefits
Location: Miami, FL

Oversees the benefits client acceptance process for ADP TotalSource, ensuring that systems, processes and activities support the carrier contractual and business compliance requirements. Designs, develops and implements automated processes that improve the efficiency of the benefits client acceptance process and improves the quality of information used to ensure our benefits program remains competitive to market. Works closely with key stakeholders such as Sales, Carrier partners, IT, external consultants and benefits department resources to implement new processes and systems that support TotalSource's business objectives.

Key Responsibilities:

1. Designs and implements processes that streamline the client benefits review function and support carrier underwriting requirements. Performs process review analyses and looks for opportunities to re-engineer current process so that desired results are achieved. Researches best practices and measures effectiveness of tools and processes deployed.
2. Monitors, analyzes, and reports on key business metrics including number and type of benefit exceptions, cycle time for completed reviews, accuracy, and transaction volumes. Reports results to senior management on a regular basis and provides recommendations and insights as appropriate
3. Develops, establishes and implements standardized practices across sales coordinators to ensure adherence to policies and procedures. Provides training and resources necessary to ensure adoption.
4. Directs and provides technical expertise, training, and support to sales, divisional and regional business units in the area of business rules and carrier underwriting requirements. Audits performance and uses results as training opportunities for improvement.
5. Works with brokers/consultants, carriers and staff to share best practices and address areas for improvement. Leads technical resources required to implement automated enhancements.
6. Establishes and monitors quality and productivity metrics for analysts. Recruits, manages and evaluates talent required to effectively achieve results. Oversees day-to-day performance of broker resources and ensures they achieve quality and productivity metrics.
7. Manages special projects as required