



Montana Association of Counties

Serving Montana Counties Since 1909

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www.mtcounties.org

POSITION DESCRIPTION

Position Title	Account Executive - HCT
Department/Division	MACo Health Care Trust
FTE Status	Full Time Permanent
FLSA Designation	Exempt
Reports to	MACo HCT Trust Administrator
Supervision Exercised	N/A

POSITION SUMMARY

This position provides marketing and member service functions related to the employee benefit plans and programs on behalf of the MACo Health Care Trust. Employees in this position must possess considerable knowledge and experience in marketing, and in health insurance and health benefit programs. This position has extensive contacts with MACo members, MACo staff, governing boards, and participating member groups.

ESSENTIAL FUNCTIONS

These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.

- Market employee benefit plans and programs to current and potential members through the preparation and presentation of proposals, on-site visitations, distribution of program materials, and informational meetings;
- Coordinate Wellness program services and screenings for member groups and provide assistance and education for members to promote participation by utilization of the Local Government Employee Incentive Act;
- Communicate issues regarding membership, eligibility, claims and/or service provider problems or concerns to appropriate staff for prompt resolution;
- Coordinate scheduling and materials and provide representation at open enrollment meetings, member education sessions, health fairs and wellness screenings;
- Assist in the development and monitoring of a competitive marketing strategy for current and potential groups through correspondence, advertising, attending informational meetings and promotional activities, or other means;
- Work with members to provide education on plan coverage, enrollment, claims, and member service processes;
- Prepare and present program plans, marketing reports and other information for the evaluation of marketing performance for the Board of Trustees;
- Monitor local, state and federal legislation that may impact the MACo HCT in the provision of health care benefits;
- Respond to member questions, comments, and/or concerns in a courteous and timely manner;

- Communicate and coordinate regularly with others to maximize the efficiency and effectiveness of operations and activities;
- Keep immediate supervisor and designated others fully and accurately informed concerning work progress in prominent areas including present and potential work problems, and offer suggestions for new or improved ways of addressing such problems;
- Attend meetings, conferences, workshops, and training sessions;
- Provide needed information and demonstrations concerning how to perform certain work to employees as needed and appropriate;
- Review publications and educational materials in assigned area to remain current on the principles, practices, and new developments in all applicable areas;
- Perform other directly related duties consistent with the role and function of the classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of health insurance and related health benefits, benefit administration, and benefit plan design;
- Knowledge of Federal and State health insurance laws and regulations;
- Knowledge of current principles and practices of marketing;
- Knowledge of current best practices of member services within a professional work environment;
- Knowledge of MACo activities and county operations;
- Ability to maintain confidentiality of sensitive documents and information that may be viewed and/or encountered in the normal course of work;
- Ability to plan and organize work to achieve marketing goals of the Trust;
- Ability to establish and maintain effective working relationships with employees, department heads, elected officials, and the public;
- Ability to use good judgment and discretion when providing information and dealing with members, agents, staff, and the public;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to handle stressful situations in a way that is beneficial to the Association and its members;
- Ability to effectively neutralize situations in which an individual may be displeased and reacting in a negative, confrontational, or potentially hostile manner;
- Ability to understand and follow oral and/or written instructions, policies, and procedures;
- Ability to apply ingenuity and inventiveness, and to use logical and creative thought processes, to develop solutions to complex problems in the performance of assigned tasks;
- Ability to operate general office equipment, including a computer, using standard or customized applications, to perform assigned tasks;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed, under the pressure of time-sensitive deadlines;

- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability and willingness to learn quickly and put new skills and knowledge brought about by rapidly changing information and/or technology to use.

REQUIRED EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with a Bachelors degree in a related field; and
- Three to five years of experience in marketing, with emphasis on health benefits preferred; or
- Any equivalent combination of education, experience, and training which provides the knowledge, skills and abilities necessary to perform the required essential functions of the position.

REQUIRED SPECIAL QUALIFICATIONS

- Valid Montana Driver's License;
- Ability to be insured and/or bonded, as required;
- Must possess and maintain an active Montana Producer Insurance License, or the ability to obtain one within six (6) months of hire, as required.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

MACo is an equal opportunity employer. MACo shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

The demands and conditions described here are representative of those the employee must meet to perform the essential functions of the position.

- Travel is required a minimum of sixty to eighty (60-80%) percent of the time to attend meetings, training, and conferences. Occasionally, extensive travel (over 1,000 miles per month) may be required. This requires frequent and long periods of driving and/or sitting.
- The employee may be exposed to extreme weather while travelling.
- The employee is constantly required to use hands to operate a computer and keyboard, and other office equipment.
- The employee may be required to remain seated for extended periods of time, with occasional walking, standing, or bending.
- The employee is constantly required to communicate in writing, in person, and over the phone.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.
- The employee is required to possess sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.

- The employee is required to have sufficient personal mobility, manual dexterity and physical reflexes, with or without reasonable accommodation, which permits the employee to access the general office environment and to operate a motor vehicle.
- The employee is occasionally required to lift and/or move up to 50 pounds.

FLSA DESIGNATION STATEMENT

This position is exempt as it meets the duties tests to be considered an Administrative Employee under the Fair Labor Standards Act:

- The employee receives the same amount of pay for each week as a guaranteed salary, regardless of the number of hours or days worked. This amount would yield at least \$913 in gross earnings if paid weekly;
- The employee's primary duty is the performance of office or non-manual work which is directly related to the management or general business operations of the employer or the employer's members; and
- The employee exercises discretion and independent judgment regarding matters of significance when performing his or her primary duty.

This position description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalogue each individual duty. Employees are routinely called upon to address emerging member requirements in alignment with individual work units and assignments of positions. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.