

## **ACCOUNT REPRESENTATIVE – FULL-TIME**

Are you someone who thrives on providing exceptional client service and finding solutions to challenges? Are you passionate about the intricacies of benefits administration and enjoy assisting employers in managing their employee benefits effectively? If so, then we want to connect with you! Please submit your resume today.

Benefit Allocation Systems, LLC (“BAS”) is actively searching for an **Account Representative** for our Account Management Team. Join our dynamic team at BAS and take your career in benefits administration to the next level.

Why choose to work with BAS? We're not just offering a job; we're offering a rewarding career with a host of benefits designed to support your well-being and professional growth. As part of our team, you'll enjoy a comprehensive benefits package that includes fully-paid health insurance, flexible spending accounts, and a generous 401(k) plan with a fully-vested matching contribution. We value work-life balance and offer a generous amount of paid time off, including time off for all federal holidays. Additionally, we provide state-of-the-art technology tools to equip you for success, ensuring seamless operations and eliminating common frustrations associated with inadequate employer support.

But that's not all – when you join BAS, you'll become part of a collaborative and supportive work environment where your contributions are valued and recognized. You'll have the opportunity to work alongside a team of talented individuals who are dedicated to delivering excellence in client service and driving innovation in benefits administration.

If you're ready to take the next step in your career and join a company that values your skills and expertise, then we encourage you to submit your resume today. Come be a part of our team and make a meaningful impact in the world of benefits administration!

**This position is hybrid and requires some in-office work** at our King of Prussia office, as needed. Our standard work hours are Monday to Friday, 8:30 am to 5:00 pm.

**About BAS:** BAS is a leading provider of Software as a Service employee benefit administrative solutions for employers. Our flagship product, MyEnroll360, offers clients a secure online system for enrolling and managing employee benefit plans. MyEnroll360 facilitates seamless communication between clients and BAS to ensure efficient administration of employer-provided insurance benefits.

### **Main Duties and Responsibilities:**

Your key responsibilities will include:

- *Client Relationship Management:* Building and maintaining strong relationships with clients by understanding their needs, addressing inquiries and providing support and assistance

- *Account Oversight:* Serving as the primary point of contact for assigned clients and ensuring their satisfaction with services
- *Benefits Plan Administration:* Overseeing day-to-day operation of client accounts related to online enrollment, administration and billing of group health benefit plans through the entire employee benefits life cycle; working with client services to address participant matters
- *Onboarding and Training:* Conducting client training and meetings; coordinating new account implementations, renewals, and expansion of services
- *Troubleshooting and Issue Resolution:* Responding to client inquiries via email and phone; maintaining client relationships through engagement, servicing, and support
- *Reporting and Analysis:* Reviewing data analytics and performing reconciliations of client data
- *Cross-Department Collaboration:* Working closely with internal teams including sales, implementation and customer support to coordinate efforts, identify process improvements, and ensure a positive experience for clients

**Characteristics:** To thrive in this role, you should possess the following characteristics:

- Patience and a friendly demeanor
- Attention to detail
- Flexibility to quickly adapt to changing priorities
- Ability to remain calm under pressure
- Strong multitasking abilities
- Quick learner
- Active listener
- Independent worker

**Skills and Qualifications:** To qualify for this position, you should possess the following skills and qualifications:

- Excellent customer service skills
- Strong analytical and problem-solving skills
- Excellent written and verbal communication
- Proficient knowledge of Microsoft Office applications (Word, Excel, Outlook, Teams)
- Efficient time management
- Strong organizational skills
- Ability to work efficiently while maintaining quality results

**Requirements:**

- Four-year college degree
- Some benefits experience preferred
- Sit/stand in front of a computer for extended periods of time
- Private/secure remote work capability
- Maintain confidentiality and privacy as required by regulations and company policies
- Punctual & professional behavior

Benefit Allocation Systems, LLC is an Affirmative Action and Equal Opportunity Employer/Veterans/Disabled. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status. Discrimination based on disability will not be tolerated. For questions, please contact the BAS Affirmative Action Officer at 800-945-5513.