

Client Services Representative – Full-Time

Are you currently working as a customer services representative, have you recently graduated from college and want to get into the employee benefits field, or are you exploring a change in your career? Do you like helping people with kindness and knowledge? Are you looking for a position to grow with a rock-solid company? If you answered "yes" to these questions, we want to hear from you! Please submit your resume today.

Benefit Allocation Systems, LLC ("BAS") is actively searching for a **Client Services Representative** to join our Client Services Team. As a Client Services Representative, you will play a crucial role in supporting our client's employees with their benefits enrollment needs.

Why join our team at BAS? Whether you have a start in the customer service field or if you just graduated from college and want to find your career, we'll help you advance your confidence and skills. We'll take your training and development seriously and provide one-on-one coaching and support.

We offer a comprehensive benefits package, including fully-paid health insurance, flexible spending accounts, a 401(k) plan with a fully-vested matching contribution, generous PTO, time off for all federal holidays, and employer-provided life and disability coverage. Additionally, we provide state-of-the-art technologies for your laptop, phone, and other mission-critical equipment to ensure seamless operations and eliminate common frustrations associated with inadequate employer support. And of course, you'll have the opportunity to collaborate with an awesome team of coworkers.

This position can be remote or in-office at our King of Prussia office, as you desire. Client Services business hours are 8:30 am to 8:00 pm Monday through Friday, Eastern Time. Standard work-week is 37.5 hours, shifts vary based on scheduling.

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: The Client Services Representative works to ensure that a high degree of professionalism and service are delivered during each interaction by phone, written correspondence, or email. The Client Services Representative is the first line of contact for the BAS customer and the customer's employees. The Client Services Representative researches complex customer benefit inquiries using available tools while maintaining security and confidentiality of client and employee information.

Your key responsibilities will include:

- Respond to participant inquiries
- Assist clients with the use of MyEnroll360— a self-service, web-based benefits enrollment system
- Be the first line of contact for the customer
- Gather pertinent information during telephone calls or email correspondence to determine level of assistance required
- Track issues, ensure timely follow-up for outstanding items, document resolutions in call tracking system

- Research complex customer benefit inquiries using available tools and resources both internal and external
- Update participant data in MyEnroll360 as needed
- Adhere to department norms for call quality and productivity
- Maintain security and confidentiality of client and employee information in keeping with security and privacy requirements
- Escalate significant issues, security concerns and any violations immediately to management and/or BAS' Privacy Officer
- Assist with special projects and key initiatives in support of department or organization objectives
- Participate in department and organization training initiatives
- Attend periodic performance and service appraisal meetings

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

- Patient with a friendly demeanor
- Attention to detail
- Strong organizational skills
- Flexibility to adapt to changing priorities
- Ability to remain calm under pressure
- Strong multitasking abilities
- Quick learner
- Active listener
- Positive attitude
- Independent worker

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

- Intermediate computer skills
- Intermediate writing skills
- Intermediate business telephone skills
- Experience in MS Word, Outlook, and Excel
- Efficient time management
- Operate multiple computer applications & windows
- Balance quality with performance

Requirements:

- College Degree preferred
- At least 1 year of customer service experience preferred
- Employee Benefit experience is a plus!
- Excellent communication skills
- 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 policy
- 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.