

Client Services Representative

Are you currently working as a customer services representative, have you recently graduated from college, or are you exploring a change in your career? Do you like helping people with your kindness & knowledge? Do you want to be part of an awesome organization? Then, you'll really enjoy working with BAS! We'll take your training & development seriously and provide one-on-one coaching and support. 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.

Benefit Allocation Systems (BAS) is looking for a **Client Services Representative**. The **Client Services Representative** works to ensure that a high degree of professionalism and customer 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** will research complex customer benefit inquiries using available tools while maintaining security and confidentiality of client and employee information in keeping with HIPAA regulations.

BAS will support you with **great working conditions, a brand-new laptop, state of the art phone system and other tools of the trade.**

We'll support you with **leading technologies** for your laptop, phone system and other mission-critical equipment to ensure uptime and eliminate the frustrations that are commonly associated with employers not providing the best-of-the-best employee support. And of course, we'll support you with our 401(k) with fully-vested matching contribution, generous PTO policy and awesome coworkers.

Client Services business hours are 8:30am to 8:00pm Monday through Friday, Eastern Time. Standard work-week is 37.5 hours, shifts vary based on scheduling.

BAS requires employees to be fully vaccinated. Full vaccination is considered to occur two weeks after the J&J vaccine or the second dose of the Pfizer/Moderna vaccine. You must be able to meet these requirements to be considered a qualified candidate for the position. You will also have to provide BAS a copy of your vaccine card or doctor record showing full vaccination.

About BAS

BAS develops and supports one of the nation's leading Software as a Service employee benefit administrative solutions for employers called MyEnroll360.

MyEnroll360 provides clients with a private, secure online system for their employees' benefit plan enrollment and administration. MyEnroll360 allows employees to self-service all aspects of learning about and managing their employer provided insurance benefits.

Main Duties and Responsibilities of the Client Services Representative:

- 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 HIPAA
- 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

- Patient & Friendly
- Attention to Detail
- Organized
- Flexible
- Calm Under Pressure
- Multi-Tasker
- Quick Learner
- Good Listener
- Follows Directions

Skills

- Intermediate Computer Skills
- Intermediate Writing Skills
- Intermediate Business Telephone Skills
- Good use of with Word® & Excel®
- Efficient Time Management
- Operate multiple computer applications & windows
- Balance quality with performance

Requirements

- College Degree
- At least 1 year of Customer Service Experience Required
- Employee Benefit experience would be helpful
- Good Communication skills in both English and Spanish is a plus
- 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 and will not be discriminated against on the basis of disability. For questions, please contact the BAS Affirmative Action Officer at 800-945-5513.