

# Client Services Associate

## BIS Benefits, Inc.

### **Introduction:**

BIS Benefits, Inc. is an Atlanta based employee benefits firm that provides insurance and other benefit services to organizations and individuals. BIS is a team of insurance professionals dedicated to providing excellence in the marketplace, and as a result, has built long term, trusting and reliable relationships with a growing client base. The company provides a combination of personal touch and technology to meet the needs of its clients.

### **Purpose:**

The Client Services Associate, (CSA), serves on a team providing quality service to clients. The CSA supports the team by assisting clients with customer service issues such as enrollments, claim resolution, & office assistance. The primary role of this position is to assist the Client Services Specialist with customer services related issues and projects.

**Reports to:** Client Services Specialist

Exempt/Non Exempt: **Non-Exempt**

Full Time/ Part Time: **Part Time** (25 hours per week, Mon – Fri) We do expect, however, that this position will move to **Full Time** soon.

### **Specific Functions**

- ◆ **Team Support**
  - Attend weekly team meetings
  - Participate as needed on back-up team for Office Coordinator/Receptionist & other team members
  
- ◆ **Client Services Specialist Support**
  - o Enrollment
  - o Changes
  - o Terminations
  - o COBRA notices
  - o Simple Claim Issues
    - Calling Carriers for ID cards
  - o Billing reconciliation
  - o Census Maintenance
  - o Update AgencyWare, (Industry specific database)

- Renewal information
- Service Case Histories

◆ **Client Contact**

- The position requires contact with clients via fax, email, electronic surveys and phone calls, (enrollment details missing, etc.)
- Follow up with employees specific to claim issues

**Qualifications:**

- Insurance Experience
- High level of detail & accuracy
- Desire to work
- Desire to help & assist others
- Able to work a fixed schedule, 5 days a week
- Team Player
- Calming confidence
- Energetic
- Business experience
- Enjoys support role

**Required Skills:**

- Computer and technology savvy
- Professional communication skills, (email & phone)

**Though not necessary, the following would be a plus:**

- Bilingual

**Position Content**

This description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to modify, add, or remove duties and assign other duties as necessary.

BIS Benefits, a growing insurance firm in Alpharetta, GA is looking for just the right person to serve as our Client Services Assistant. If you have the skills necessary to fill this position and you are a responsible and faithful employee, you are invited to send your resume to BIS Benefits. This is a Part-Time position for 25 hours a week, with set hours Monday – Friday. Starting compensation will range from \$11 - \$15.00 an hour, depending on experience.

If you are interested in this position, please email your resume to [BIS@BISbenefits.com](mailto:BIS@BISbenefits.com). No phone calls please.

In your correspondence, please include:

- Cover letter
- Contact Information
- Resume
- Salary requirements
- DISC or personality testing results, (if available)

#### **LIMITATIONS AND DISCLAIMER**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

**This job listing may not be posted on any website without the expressed written permission of BIS Benefits, Inc.**

BIS Benefits is committed to providing equal employment opportunity for all persons regardless of race, color, religion, sex, age, national origin, disability, or veteran status.