

Client Services Representative

Benefit Allocation Systems, LLC

Location: King of Prussia, PA

Employee Type: Full-Time

Industry: Healthcare - Health Services, Insurance, Computer Software

Manages Others: No

Job Type: Client Services, Support

Education: Associates Degree in HR or Related Field

Experience: At least 1 year(s)

Relocation Covered: No

About Benefit Allocation Systems, LLC (BAS)

Benefit Allocation Systems, LLC (BAS) is an innovative mid-sized company that has shown consistent growth year after year. This is an exciting time for BAS. Because of the widespread demand for our unique, blended Software-as-a-Service applications and client support services, we are growing at a fast pace.

BAS is the developer of one of the leading online HR/Employee Benefit Plan enrollment and administration software solutions and provides best-in-class benefits administration and support services.

BAS achieves service excellence by investing in its people, encouraging camaraderie and an innovative office environment, while also engaging leading technologies. At BAS, you will enjoy an upbeat, entrepreneurial culture, with ample time for volunteer work, office events and foosball tournaments. BAS encourages internal career advancement, and we look to our employees to provide feedback and bring ideas to the table.

BAS provides a comprehensive benefits package, including medical, dental, vision, and prescription coverage. We offer a 401(k) plan with a matching contribution, along with flexible spending accounts and a generous PTO policy.

We look forward to you joining our team.

Organizational Summary

The Client Services Representative reports directly to the Manager Client Services.

Position Summary

Client Services Representatives are directly responsible for responding to participant inquiries and for assisting BAS' clients with the use of the MyEnroll system. The Client Services

Representative works to ensure that a high degree of professionalism and customer service are delivered in each interaction, whether it's by telephone, written correspondence or email.

Position Responsibilities

- Assist clients with issues and concerns as the first point of contact
- Obtain caller information by answering telephone calls or responding to email; verify information, discuss and resolve issues
- Answer callers' questions regarding using self-service, web-based benefits enrollment system
- Determine eligibility by comparing client information to requirements
- Inform callers on benefit plan participation rules
- Track data and ensure timely follow-up for outstanding items
- Maintain clients' employee benefits data in automated human resources information systems
- Maintain quality results by adhering to standards and guidelines; recommend improved procedures
- Maintain security and confidentiality of client and employee information
- Update job knowledge by studying new product descriptions; participating in educational opportunities
- Contribute to team effort by accomplishing related results as needed

Essential Skills

- Patient and friendly demeanor
- Ability to appropriately balance needs of business with providing excellent service to clients and participants
- Ability to handle large volume of calls
- Ability to write clear, succinct and complete internal and external business communications
- Ability to cooperate, work and communicate with coworkers, supervisors, subordinates and external contacts
- Ability to adapt to policy changes quickly, as needed
- Ability to work independently
- Ability to follow direction
- Ability to work at a fast pace as needed while maintaining quality results
- Ability to adjust as needs arise without compromising deadlines

Requirements

- High School Diploma required, and Associates Degree preferred
- Employee benefit account management experience a plus
- 1+ years of customer service experience
- Strong computer skills with beginner to intermediate Microsoft Office (i.e., Word, Excel, Outlook, and PowerPoint) Skills.
- Ability to work in front of a computer and sit for extended periods of time
- Exceptional data processing and management skills
- Ability to enter data accurately and quickly

- Strong interpersonal skills preferred
- Highly organized and able to work well within time constraints
- Ability to multi-task
- Ability to maintain strict confidentiality when working with sensitive data
- Ability to quickly adapt to changing priorities without compromising deadlines
- Ability to cooperate, work and communicate with coworkers and supervisors
- Skilled at tracking, analyzing information needed to accomplish client servicing objectives
- Ability to treat others with respect, and uphold Company values

Benefit Allocation Systems, LLC is an Affirmative Action and Equal Opportunity Employer M/F/D/V.

BAS will not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law. For questions, please contact the BAS Affirmative Action Officer at 610-992-2520.