

Supervisor, Client Services

Do you have supervisory experience in training, developing, and growing a department? Do you like working one-on-one with employees to help them deliver the best possible customer service to clients? Do you like helping people with your kindness & knowledge? Are you able to address questions by phone and email? Then, you'll really enjoy working with us!

Benefit Allocation Systems is looking for a **Supervisor, Client Services**. The **Supervisor, Client Services** partners with the Manager, Client Services to ensure that a high degree of professionalism and customer service are delivered to all BAS customers through interactions by phone, written correspondence, or email. The **Supervisor, Client Services** will assist with escalated phone calls and provide one-on-one coaching on call handling as well as acting as the resident expert on key account-specific nuances. The **Supervisor, Client Services** will train associates and be a resource for the Manager and other key employees.

BAS provides an unparalleled work environment. BAS will support you with **great working conditions** like our free breakfast and fruit program, short break exercise bikes in our office and our ongoing lunchtime light-yoga & stretching programs.

We'll support you with **a brand-new laptop, electric height adjustable desk, 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.

This position is located in King of Prussia, PA

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 many aspects of learning about and managing their employer provided insurance benefits.

Main Duties and Responsibilities of the Supervisor, Client Services

- Assists with escalated client/participant calls
- Provides oversight for service email responses
- Conducts departmental training as needed
- Provides one-on-one coaching on call handling
- Creates and maintains online repository for client reference materials and communications
- Serves as resident expert on key account-specific nuances
- Reviews processes, recommends opportunities for improvement
- Maintains daily shift schedule for staff
- Coordinates/participates in special projects/key initiatives
- Escalate significant errors, security concerns and any violations immediately to management and/or BAS' Privacy Officer
- Provides support for emails, calls and transactions

- Conducts end-of-shift PHI security sweep

Characteristics

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

Skills

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

Requirements

- College Degree
- 1+ year of Supervisory Experience Required
- Sit/Stand in front of a computer for extended periods of time
- 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.