



Title: Client Care Advocate
Company: Total Benefit Solutions
Office location: Bellevue, Washington

Why Total Benefit Solutions?

Are you a professional, driven, and motivated self-starter? Have you always wanted to work for an award-winning company that offers exceptional growth opportunities? Then Total Benefit Solutions may be the place for you!

Named by Seattle Business Magazine as one of **Washington's 100 Best Companies to Work For**, Total Benefit Solutions is an international wholesale employee benefits brokerage and third-party administrator. We are a team of service-oriented and self-motivated individuals focused on providing innovative insurance solutions, backed by an unparalleled level of support. We value change, we encourage progress, and we work hard so we can play hard!

We are looking for a highly organized individual with outstanding interpersonal skills to providing billing and eligibility oversight and solutions to our Broker, Group, and Carrier Partners. The ideal candidate is someone who is caring, great at building rapport and trust, and passionate about meeting client needs.

Responsibilities include:

- Being actively involved in maintaining a high level of Customer Service surrounding our Billing and Eligibility Platform.
- Building relationships with existing and new clients to ensure they are engaged and getting the most value from company services.
- Proactively working with clients to understand their needs.
- Assisting with project-based work.
- Managing the incoming call queue and emails from Brokers, Groups and Carrier Partners.
- Tracking operational metrics.
- Establishing groups in QUBE/VUE/AMS and other systems, as required.
- Monitoring billing systems to ensure up-time status is sustained.

Benefits

We are proud to offer competitive compensation including base salary, performance based bonus programs, and a comprehensive benefits package.

If you think you are up to the challenge and are interested in joining our dynamic team then submit your resume and cover letter to: hr@tbsmga.com.

Total Benefit Solutions is an Equal Opportunity Employer.