



Client Services Representative

HealthPass is a rapidly growing Healthcare organization which offers health insurance to small businesses of 2-50 employees, located in the lower counties of New York. At HealthPass, one of our top priorities is to maintain a high standard of client services. We take the time to listen to our clients' needs and go above and beyond the call of duty to ensure our clients are getting quality customer service every time. We are currently looking for a dependable and dedicated Client Services Representative who can become an integral part of our customer service team.

The Client Services Representative will serve as a dedicated point of contact in the resolution of service issues for our clients (brokers, general agents, members, employers, carrier reps); they will also be responsible in assisting the organization to retain existing clientele.

The ability to communicate effectively, multi-task and work under pressure are the keys to success

for this position. This role requires attention to detail paired with commitment to achieving continuous customer satisfaction. We are looking for an individual who is *not* afraid of hard work and knows the definition of quality customer service.

The responsibilities of this position include:

- Attend to all aspects of customer service while providing professional and courteous service
- Educate clientele on HealthPass products and program guidelines Process transactions and inquiries received via telephone, email, and fax
- Resolve service issues by clarifying the clients' needs, determining the cause of the issue, selecting and explaining the best solution to solve the problem
- Support Sales Team (Account Managers, Brokers and General Agents) with servicing issues
- Build and maintain business relationships by providing prompt and accurate service to promote client satisfaction
- Maintain detailed records of customer interaction and transactions via ticket tracking system
- Data Entry required
- Additional duties as needed, flexibility required.

The qualifications for this position include:

- Associates Degree or 4+ years of Customer Service experience (preferably in Healthcare)
- Detail oriented, analytical and organized

- Excellent interpersonal and telephone skills required
- Ability to work in a team oriented environment
- Working knowledge of Microsoft Office, specifically MS Word, Excel, and Outlook.
- Life, Accident and Health License required or be willing to obtain license under HealthPass sponsorship

HealthPass provides extensive training and a generous benefits package.

We are an affirmative action-equal opportunity employer and do not discriminate on the basis of sex, race, color, religion, sexual orientation, national origin, cultural heritage, ancestry, political belief, age, marital status, pregnancy, physical or mental disability or veteran status.