

CLIENT CARE SPECIALIST- EMPLOYEE BENEFITS



BIS is an independently owned benefit and commercial insurance broker located in Roswell, GA. Our mission is to serve others through responsive insurance advising. We aim to excel in our industry while maintaining our commitment to service, integrity, faith, and excellence. We have an unwavering commitment to both our employees and our clients. This has earned us the prestigious recognition of being named one of the Best Places to Work by the Atlanta Business Chronicle for multiple years, as well as one of the Best Places to Work in Insurance.

The Client Care Specialist plays a critical role in delivering exceptional service to clients and their employees by managing and resolving a wide range of customer service issues. This includes assisting with billing inquiries, claim resolution, problem-solving, and effective coordination with insurance carriers to ensure timely and accurate solutions. By maintaining organized records and providing regular updates, the Client Care Specialist ensures a smooth experience for clients while building strong relationships and delivering on service expectations.

KEY RESPONSIBILITIES

- Serve as a liaison with insurance carriers, including direct contact and three-way calls to resolve issues.
- Assist clients with claim resolution by responding to inquiries within 24 hours, contacting carriers, and providing regular updates throughout the process.
- Maintain accurate records in the CRM system, including entering and tracking service cases, and updating employee counts.
- Process health insurance enrollments, terminations, and qualifying events promptly and accurately, ensuring smooth communication with clients and organized records.
- Strong problem-solving skills with the ability to resolve complex service issues efficiently.
- Excellent phone communication and multitasking abilities.
- Ability to produce quality work in a timely manner while managing priorities.

QUALIFICATIONS

- Must meet our value system.
- 3 or more years of experience in employee benefits, marketing, service, or account management would be helpful but not required.
- Proficient in Microsoft Office.
- Strong communication skills, both written and verbal.
- Ability to multitask, establish priorities, and quickly build rapport with clients and prospects.
- Self-motivated, deadline-oriented, and committed to continuous skill development.

TO BE A TEAM MEMBER AT BIS, WE REQUIRE THESE VALUE SYSTEMS :

Follow Through

Solve all items and provide updates

Humble

Not arrogant

Heart to Serve

Genuinely care about others

Integrity

Do the right thing

Heart to Learn

Care about your craft and want to improve in life

Perspective

Don't take yourself too seriously, and family is priority

