

CLIENT CARE SUPPORT- 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.

We are seeking a dedicated and detail-oriented Client Care Support individual to join our team on a part-time basis. The primary responsibility of this role is managing and completing open enrollment changes each month for renewals, ensuring accuracy and efficiency in client records. As a Client Care Support team member, you will play a crucial role in maintaining positive client relationships and contributing to the overall success of our organization.

KEY RESPONSIBILITIES

- Process open enrollment changes promptly and accurately each month for renewal clients.
- Ensure all client information and documentation are up-to-date and accurately recorded in the system.
- Communicate effectively with carriers to gather necessary information and address any inquiries or concerns regarding open enrollment changes.
- Collaborate with other team members to streamline processes and improve efficiency in open enrollment procedures.
- Always maintain confidentiality and integrity of client information.
- Assist in administrative tasks and special projects as needed.

QUALIFICATIONS

- Must meet our value system.
- Strong attention to detail and ability to maintain accuracy in data entry.
- Excellent communication skills, both verbal and written.
- Proficiency in using computer systems and familiarity with data management software.
- Ability to multitask and prioritize tasks effectively in a fast-paced environment.
- Demonstrated ability to work independently as well as part of a team.
- 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

