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## Job Description: Client Service Representative

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Office Location:  
Newark, DE

Position Reports to:  
Manager, Client Service

Approval Date:

### Job Responsibilities

Serves clients by providing service information and resolving service issues.

- Handle customer service and benefit administration issues on customer service line and/or email.
- Log customer service issues into tracking system
- Assist in proper installation of all new and renewal group business.
- Support Account Managers as needed.
- Assist with data entry and information recording.
- Develop a guide on how to perform the duties of the position.
- Other assignments or responsibilities as may be necessary.

### Key Objectives

The key performance objectives of this position should see the candidate maintaining effective benefit administration and customer service through call center. This is a solutions oriented role, that is a fast-paced and relies on the ability to think and react quickly, formulate creative solutions, and serve clients with the utmost dedication. Customer relations, problem resolution, and time management are of the utmost importance. The candidate must excel in product knowledge and problem solving and exhibit an ability to manage multiple priorities simultaneously.

### Position Qualifications

- BA/BS preferred but not required
- 1 – 3 Years Insurance Experience
- 1 – 3 Years Customer Service Experience
- Delaware and Pennsylvania Health and Life Licenses required. New Jersey and/or New York License a plus.
- Experience working in a fast-paced environment
- A commitment to dealing with clients and team mates with the utmost integrity and transparency
- Thick skin and an unflappable nature—the ability to deal with a variety of personalities and scenarios
- The ability to empathize with clients who may be going through a tough circumstance and the dedication to guide them through their situations
- An open and friendly way of communicating that can put clients and colleagues at ease
- A strong interest in continued learning and career advancement opportunities
- Computer proficiency required
- Applicant must sign an Employee Confidentiality, Non-Competition and Non-Solicitation Agreement
- Applicant must provide an application for Employment

### Candidate Development

- Performance reviews will be performed annually
- Opportunities for advancement will be based upon merit and exemplary results against business objectives