

EMPLOYEE BENEFITS DIVISION

Client Experience Specialist JOB DESCRIPTION

Our mission is to help clients protect assets and enhance employee outcomes through the delivery of exceptional risk management and employee benefit consulting services and products.

The **Client Experiences Specialist** is responsible for supporting the service needs of our clients.

REPORTS TO

Practice Leader

PRIMARY RESPONSIBILITIES

- Provide member advocacy to include claim issues, billing issues or any other related support.
- Gather and organize educational material for ongoing education strategy and develop process to execute to client in a proactive approach.
- Develop and distribute Employee Benefit Guides at Open Enrollment.
- Support and assist with Employee Open Enrollment Presentations as needed.
- Ensure all responses and supporting documentation is saved appropriately from an internal compliance perspective.
- Collaborate with team to support the above strategy as needed.
- Produce claim summary reports to Client Executive team as needed.
- Assist with other related client service projects.

JOB REQUIREMENTS

- Bachelor's Degree Required
- Proficient with carrier/vendor insurance and lines of coverage.
- Proficiency in Microsoft Excel and Publisher.
- Must be able to communicate effectively, optimize work processes and make high quality decisions.
- Must be action oriented, client service focused, collaborative, self-aware and committed to self-development.
- Must have the ability to develop strong interpersonal skills to ensure a strong working relationship with the Account Management team.

SUPERVISORY RESPONSIBILITY

None

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, cell phones, photocopiers, filing cabinets and fax machines.

PHYSICAL DEMANDS



The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee must occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

POSITION TYPE/EXPECTED HOURS OF WORK

Full Time Position – 40-hour work week

