



**Position Title:** Call Center Enrollment Specialist

**Department:** Client Services

**Reports to:** Operations Manager

**Primary Functions: Provide telephonic enrollments, benefits and customer service support for our clients to include:**

- Communicate case specific employee benefit offerings
- Perform telephonic enrollments and enroll callers through BenefitFirst
- Provide technical support on how to use Benefitfirst to our clients
- Provide excellent customer service through timely and accurate completion of all job responsibilities

### **Objectives**

- Add a layer of efficiency to our Benefitfirst enrollment process
- Develop expertise in using Benefitfirst
- Develop expertise in telephonic enrollments functions
- Provide excellence in customer service to our clients
- Provide support to account management teams
- Develop skills that will position you for future advancement

### **Major Responsibilities**

- Communicate employee benefits
- Enroll client employees in Benefitfirst
- Answer general employee benefits questions
- Provide technical support on how to use Benefitfirst
- Log all calls and maintain accurate call records
- Assist in assembling benefit packets
- Perform other duties as assigned

### **Working Conditions and Physical Requirements**

- Normal office environment
- Prolonged computer work daily
- Some lifting may be required to move equipment, files and supplies

### **Education and Experience**

- High school diploma or equivalent work experience in call center, customer service, insurance or financial services
- Bilingual (Spanish) preferred but not required