



Strategic Employee Benefit Services (SEBS) Champaign, IL

Client Service Representative (CSR) (part-time hours, five days per week with full-time possibility)

I. Position Summary

To address and facilitate resolution for employer group benefit issues as brought up by SEBS' clients and their employees, including resolving enrollment and termination issues, acting as liaison with insurance carriers, and answering questions relating to plan provisions, billing issues, claims issues, etc. CSRs regularly practice discretionary decision making on a daily basis and will also need to be abreast of and have some knowledge of several employee benefit plan types (excluding retirement plans) that our clients have.

II. Position Responsibilities

Works directly with clients and employees to answer questions and resolve their issues; processes activities through case noting into Zywave,

1. Resolves enrollment, termination, and billing issues-15%
2. Acts as a liaison with insurance carriers to resolve claims issues-15%
3. Answers questions regarding policy coverage information, including but not limited to prescription drug benefits, covered procedures, pre-existing condition limitations, etc.-15%
4. Facilitates resolution of questions relating to legislation and benefit laws regarding HIPAA, COBRA, State Continuation, FMLA and any new laws that impact our clients-10%
5. Utilizes internal software such as MS Outlook, and other Microsoft Applications. Processes updates to Zywave-25%
6. Reaches out to key client contacts as needed to check-in and fact find-5%
7. Maintains high energy role while providing A+ service to our clients-5%
8. Assists with special projects as needed, including, but not limited to renewals-10%

Other Duties:

Attends approved training opportunities and all team meetings in alignment with the SEBS Amazing Future model.

III. Reporting/Accountability

- A. Reports to: Director of Operations
- B. Supervises: None

IV. Knowledge/Experience/Education Required

1. Experience with employee benefits and/or health insurance is required. Client service or account management is not required, but it is a significant plus.
2. Minimum of High School diploma. College degree and Illinois life and health producer's license a plus.
3. Continuous education encouraged. Illinois producer's license will become a job requirement.

V. Skills/Abilities Required

1. Excellent problem solving skills. Persistent in achieving the end result—issue resolution.
2. Strong organizational skills, including daily prioritizing and logical thinking.
3. Service-oriented; kind, compassionate, and willing to work hard on another person's behalf.
4. Good communication skills, especially verbally, over the phone, and by e-mail. Clarity and accuracy are expected.
5. Excellent phone skills, being responsive, empathetic, and honest with the information to be shared.
6. Strong working knowledge of computers and computer software (MS Word, MS Outlook preferred; Internet, MS Excel also beneficial) and able to learn new systems and programs, including, but not limited to Zywave.
7. Able to manage multiple projects simultaneously and successfully.
8. Able to work with others in teams; able to work with those who perform similar jobs as well as complimentary roles. Promotes cooperation and shared successes throughout the company.
9. Shares solution-oriented ideas for improvement and uses blameless problem solving.
10. Models and exemplifies the principles and commitments of our Core Values, Mission and Vision.
11. Ability to work independently.

VI. Physical Requirements/Miscellaneous

1. There are no physical requirements for the position.

This position description is not intended to be all-inclusive, but to provide a general scope of the person and the position, outlining the primary responsibilities, reporting structure, and knowledge/strengths/abilities required to succeed. It is not a contract.

If interested, please send updated resume to:

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