

Position Title: Client Coordinator

Company: NueSynergy

Reports to: Kelly Spencer

Position Classification: Full-time, Non-Exempt

HIPAA Training: Level 1 Level 2

Position Summary:

We are searching for a polite, professional Call Center Representative to work closely with other team members to provide outstanding service to our customers by answering questions, handling complaints, and troubleshooting problems with our products and services. The Client Coordinator may handle a high volume of calls and should seek to create a positive experience for each caller. They will listen to clients to understand the reason for their call, address all questions or complaints, and provide an accurate and efficient response.

To be a successful Client Coordinator, you should be customer-focused, detail-oriented, and efficient. You should be polite, reliable, knowledgeable, and adaptable.

Responsibilities:

- Answering calls and provide assistance to participants to learn about and address their needs, complaints, or other issues with products or services.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information, and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Process claims – This requires reviewing and verifying documentation to determine the appropriate reimbursement for the client's benefit account(s). After verifying, process the disbursement for the claim(s).
- Guide the assistance to plan design, password resets, portal and mobile app navigation, as well as eligible expenses.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.

Qualifications:

Education	High School education required (College experience or degree preferred)
Knowledge	Understanding of Consumer Driven Healthcare products (HSA/FSA/HRA/COBRA/Etc.) preferred.
Experience	Requires a minimum of two years working as a Call Center representative in an Inbound /Outbound Call Center.
Technical Skills	Proficiency with computers, Microsoft Office including Word and Excel, with strong typing skills. Ability to learn and effectively navigate multiple systems and applications efficiently. Strong analytical and problem-solving skills.
Skills Test	Customer Service Aptitude Profile, Employee Personality Profile, Word, Excel, Computer Literacy, and Internet Knowledge Test
Work Schedule	Full-time, non-exempt position. Must be able to work within the standard 40 operating hours of Monday - Friday, between 7:30 a.m. - 7 p.m. CST. Must maintain 100% attendance for the first 90 days.
Status	Legal right to work in the United States

Thank you for your interest in NueSynergy!

Please email all resumes to HR@nuesynergy.com