

ACCOUNT SERVICES ADMINISTRATIVE ASSISTANT

The Ideal Candidate

The ideal candidate should have excellent verbal and written communication skills, be highly organized and able to prioritize tasks. Most importantly, we seek an individual with a strong desire to support the Account Services team and to continuously look for process improvements in order to further the operational goals of the team. Equally important, this individual will be agile with a strong sense of collaboration and team work with the ability to anticipate, understand, and respond to the needs of internal and external clients while meeting or exceeding their expectations.

Primary Responsibilities

MidAmerica's Account Services Administrative Assistant serves as a first point of contact for the Customer Service team, handling a variety of tasks for both internal and external team members, such as written communications, process improvement, document management, and other general administrative duties. The primary duties and responsibilities of the Account Services Administrative Assistant include but are not limited to the following:

Responsibilities:

- Coordinate work tasks received by the Account Services team with appropriate staff
- Perform as a liaison between the customer service representatives and the senior customer service team
- Develop a strong understanding of our product offerings
- Responsible for maintaining the administration database with updated participant information
- Update and maintain the document management platform for participant correspondence
- Process and distribute voicemails and e-mail requests for the team
- Handle inquiries for the Participant Services team
- Ensure data is accurate for participants and employers/partners
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the business
- Deliver exceptional participant support for MidAmerica participants
- Responsible for the processing of all incoming and outgoing team correspondence
- Ability to provide extremely professional and articulate written and verbal communication
- Routinely meet daily, weekly, and monthly deadlines
- Maintain a pleasant, patient, and friendly attitude

Performance Measures

Performance will be measured by several quantitative and qualitative criteria. The primary outcomes and measurement of success for the Account Services Administrative Assistant include but are not limited to the following:

- After completing initial training and onboarding, develop a professional personal brand for communications with internal staff as well as external participants
- Deliver exceptional on-demand participant support by providing error-free processing
- Provide information and assistance to other departments to ensure accurate plan processing
- Be sensitive to the timely response required by clients, both internal and external, and respond to all inquiries within 24 hours
- Ability to use technical tools to drive efficiency and accuracy
- Achieve all other activity and outcomes goals

The Account Services Administrative Assistant will support the company's vision, mission, and values and help drive a PeopleFirst culture; doing what's best for the business, its employees, and its investors, protecting the company's reputation and being open, honest, and fair in all dealings and scenarios.

Skills and Qualifications

Specific Qualifications and career profiles that are essential to the position are as follows:

1. Strong analytical, communication, data entry and evaluation skills
2. Experience working in a fast-paced, high volume environment
3. Ability to work independently and collaboratively with team members
4. Proficient in Microsoft Office Suites, specifically Outlook, Word, and Excel and the willingness to learn new systems as required
5. Regular attendance history, with minimal absences
6. Consistently maintain a positive, approachable and friendly attitude

Specific competencies and attributes that are important to the position include:

1. Retirement industry experience preferred
2. Superior attention to detail
3. Must have superior organizational skills, the ability to multi-task, prioritize and work in a team environment

Location

The position is based at the company's operations office in Lakeland, Florida.