SR. BILINGUAL ACCOUNT SERVICES REPRESENTATIVE

Primary Responsibilities

MidAmerica's Senior Account Services Representative serves as a support system and motivator for the Account Services team who are the first point of contact for participant inquiries, handling a variety of concerns and questions from both internal and external employees, and partners, such as plan inquiries, claim status, HRA/FSA questions, dependent care eligibility, and other general benefit questions. The primary duties and responsibilities of the Account Services Representative include but are not limited to the following:

Responsibilities:

- Assist the Department Manager in monitoring team performance and assist in the hiring process
- Through strong listening skills, answer client and staff questions in a timely, accurate manner
- Take escalated calls and see them through to resolution
- Conduct training and coaching sessions as necessary
- Complete various assigned administrative tasks, including data entry management, and deliver within established guidelines
- Manage schedules effectively to ensure coverage for lunch breaks, employee absences, etc.
- Possess a strong understanding of all product offerings in order to answer escalated queries and assist team
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the business
- Deliver exceptional on-demand client support for clients and partners which results in fanatical support of MidAmerica
- Monitor phone queues and ensure schedule adherence by the staff
- Answer client calls in times of heavy call volume or staff absence
- Act as a liaison between Account Services staff and Manager, as well as other department staff and leaders
- Provide professional and articulate written and verbal communication
- Routinely meet daily, weekly, and monthly deadlines
- Maintain a pleasant, patient, and friendly attitude during all internal and external interactions

Performance Measures

Performance will be measured by a number of quantitative and qualitative criteria. The primary outcomes and measurement of success for the Senior Account Services Representative 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 partners
- The ability to develop and motivate staff to meet or exceed established goals and metrics
- 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 Senior Account Services Representative 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. Must have 1-3 years' of customer service and/or leadership experience working in a fast-paced call center environment
2. Must be able to multitask, prioritize work and work well under pressure
3. Possess a thorough understanding of plan guidelines
4. Ability to work and make decisions independently as well as collaboratively with team members
5. Consistently maintain a positive, approachable and friendly attitude
6. Regular attendance history, with minimal absences
7. Proven capabilities with working knowledge of computer skills including all Microsoft Office Applications
8. Bilingual required (Spanish)

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

1. Retirement industry experience preferred with exposure to retirement fund types (403b, 401k, 457 or 401a funds)
2. Working knowledge of IRS retirement regulations and ACA guidelines
3. Health Reimbursement/Flexible Spending Account experience (medical billing, EOB's, 213d eligible medical expenses, HRA/FSA debit cards, dependent care eligibility)
4. Solid understanding of plan guidelines
5. Ability to interact with all levels of management

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