

BILINGUAL ACCOUNT SERVICES REPRESENTATIVE

The Ideal Candidate

The ideal candidate should have clear verbal and written communication skills, be highly organized and able to prioritize tasks. Most importantly, we seek an individual with patience and a positive attitude to effectively manage our customer's expectations. 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 to meet or exceed their expectations.

Primary Responsibilities

MidAmerica's Account Services Representative serves as a first point of contact for participant queries, handling a variety of concerns and questions from both internal & external employees and partners, such as plan enquiries, medical billing, FSA questions, dependent care eligibility, and other general benefit queries. The primary duties and responsibilities of the Account Services Representative include but are not limited to the following:

Responsibilities:

- Provide timely and accurate information to incoming customer queries in accordance with plan guidelines
- Through strong listening skills identify and assess the customer's needs to achieve satisfaction
- Possess the ability to analyze information and document it appropriately
- Able to follow guidelines and be highly detail-oriented
- Have a strong understanding of our product offerings in order to answer or escalate internal questions
- 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
- Ability to provide professional and articulate written and verbal communication
- Must routinely meet daily, weekly, and monthly deadlines
- Maintain a pleasant, patient, and friendly attitude

Performance Measures

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

- After completing initial training & onboarding develop a professional personal brand for communications with internal staff as well as external partners
- Deliver exceptional on-demand client support by providing participants answers in accordance with plan documents
- 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 queries within 24 hours
- Ability to use technical tools to drive efficiency and accuracy
- Meet all other activity and outcomes goals

The incumbent 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' direct customer service and billing experience
2. Working knowledge of IRS retirement regulations and ACA guidelines

3. Experience working in a fast-paced, high volume environment
4. Ability to work independently and collaboratively with team members
5. Consistently maintain a positive, approachable and friendly attitude
6. Regular attendance is required
7. Proven capabilities with working knowledge of computer skills including all Microsoft Office Applications

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

1. Previous medical office experience preferred
2. Knowledge of HIPPA guidelines
3. Health Reimbursement/Flexible Spending Account experience (medical billing, EOB's, 213 eligible medical expenses, FSA debit cards, Dependent care eligibility)
4. Solid understanding of plan guidelines
5. Bilingual candidates preferred but not required

Location

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