



Participant Services Representative, MidAmerica

MidAmerica

MidAmerica is one of the nation's leading providers and administrators of retirement and other tax-advantaged benefit plans for government and education employers throughout the US. The company provides innovative employee benefit programs for over 1 million educators and other public-sector employees through 2,200 plan sponsors across the country and has assets under management exceeding \$1 billion. Originally formed in 1995, MidAmerica's core business has been providing Social Security Alternative and Special Pay programs (tax-advantaged vacation and sick pay plans for governmental employers). This core business has grown dramatically and has expanded to include other defined contribution plans, Health Reimbursement Arrangements (HRA), Flexible Spending Accounts (FSA), Trusts (for public employer-sponsored healthcare plans that keep healthcare liability off the books), independent Third-Party Administration Services (403(b) and 457(b) compliance and common remitting), and most recently, ACA Compliance Reviews. To date, the company sells and distributes its products and services through a distribution network of insurance brokers that primarily sell into the public sector.

Position Overview

Reporting to the Manager of Participant Services of this growing financial services company, the Participant Services Representative is primarily responsible for delivering excellent customer service to our clients by answering queries in an accurate and time sensitive manner and in doing so, deliver world-class service to internal and external clients of MidAmerica. The ability to work in a fast-paced and deadline driven environment is essential.

The incumbent must have the knowledge and skill to handle a number of varied account queries successfully. The successful candidate will provide the necessary information to the participants to satisfy their query and streamline their experience. This position provides all front-line customer support to address client needs regarding plans and benefits and the knowledge and ability to escalate cases to an appropriate department or member of staff as necessary.

Ideal Candidate

The candidate must possess the following skills:

- Works well in fast paced environment
- Consistently projects a positive, engaging, friendly and approachable attitude
- 1-3 years of direct customer service experience
- Highly reliable and accountable
- Computer skills



The candidate must embody the following core values:

- **Passion Meets Purpose.** Passionate about making an impact and working hard to deliver positive outcomes.
- **Take Care of Our Customers.** Doing the right thing to create an excellent experience for the customer.
- **Deliver.** Passionate about results by taking accountability to drive performance at the company, team, and individual levels to continuously improve and exceed expectations.
- **PeopleFirst.** People are our most important asset. Caring for each other and those we serve by always being positive, honest, and respectful in everything we do.
- **Win Together.** We are better as one team than we are as a group of individuals. Collaboration drives the best outcomes for each other and for our customers.

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 deliver satisfaction and an excellent experience
- Possess the ability to analyze information and document it appropriately
- Follow guidelines and be highly detail-oriented
- Possess 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
- Provide a professional and articulate written and verbal communication
- Routinely meet daily, weekly, and monthly deadlines
- Exhibits and promotes a pleasant, patient, respectful and friendly attitude

Performance Measures

- Strong understanding of our product offerings in order to answer or escalate internal questions
- Deliver exceptional on-demand client support for clients and partners which results in fanatical support of MidAmerica
- Provide extremely professional and articulate written and verbal communication
- Must routinely meet standard metrics (quality & productivity)
- Work responsibly with highly sensitive information

Qualifications

- Must have 1-3 years' direct customer service experience
- Experience working in a fast-paced, high volume environment
- Ability to work independently and collaboratively with team members
- Consistently maintain a positive, approachable and friendly attitude



- Regular attendance and reliable transportation are required
- Proven capabilities with working knowledge of computer skills including all Microsoft Office Applications
- Retirement industry experience preferred with exposure to retirement fund types (403b, 401k, 457 or 401a funds)
- Working knowledge of IRS retirement regulations and ACA guidelines preferred
- Health Reimbursement/Flexible Spending Account experience preferred (medical billing, EOB's, 213 eligible medical expenses, FSA debit cards, Dependent care eligibility)
- Ability to interpret and understand plan guidelines
- Bilingual preferred

Location

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

Contact

Interested? Contact MidAmerica (Careers@mymidamerica.com) to apply.