



Job Posting

Job Title: Benefits Help Desk Specialist
Reports to: Client Services Manager
Location: Houston Corporate Office

Position Summary:

The Enrollment Solutions Help Desk Specialist is responsible for working with and responding to external/internal clients inquiries regarding the company's benefit enrollment system (FFenroll). This position is critical in the enrollment facilitation process and will be responsible for assisting our clients in the K-12 market in a high volume call center environment. It will work closely with Enrollment Solutions team in promoting superior customer service as well as, meeting/exceeding the enrollment platform engagement objectives.

Qualifications

- 2 years experience working with benefits (medical, dental, vision, prescription drug service and retirement plans).
- 2 years experience working in a call center environment.
- 2 years experience working in customer service.
- Group 1 Health & Life Insurance license (or must be able to obtain within 90 days of employment)
- Strong customer service skills and a proven track record of handling sensitive client information.
- Must have strong knowledge and work experience using Excel, Word & Outlook.
- High school diploma required or equivalency required (GED).

Preferred Qualifications

- Bilingual English/Spanish
- 1 year experience working in financial services.
- 2 years Human Resources Information Systems knowledge.
- Knowledge of COBRA, IRS Sec. 125, FMLA, FSA, HSA, and HRA

Must be able to obtain and maintain security clearances and successfully complete a thorough background check.

EOE