

## Job Posting

**Job Title:** Client Services Specialist  
**Reports to:** Regional Sales Manager  
**Location:** Austin, TX Office (FFC)

### Position Description:

The Client Services Specialist is responsible for marketing and sales, enrollment facilitation and administrative duties including preparing spreadsheets and marketing materials, preparing memorandum, emails and other communications in support of the regional sales manager and the Austin sales team. Additionally, from time to time they will source, develop, soft sell, promote, market and administer insurance products and administrative services of FFGA. The CSS collaborates with internal and external clients to facilitate billing, bill reconciliation, and generate payroll reports, as well as develop client relationships and the company's benefit & CRM system. This position will work with school districts in the K-12 market assisting the sales team with providing product options in core and voluntary benefits.

### Qualifications

- Must have Group One Life and Health License or be able to obtain in 90 days.
- 2 years proven track record in customer service.
- 2 years of Administrative Assistant experience.
- Willing to travel 20% of the time in and out of assigned territory with overnight stays.
- Strong customer service skills and a proven track record of handling sensitive client information.
- Must have proven oral & written communication, as well as presentation skills through work.
- Must have strong knowledge and work experience using Excel, Word & Outlook.
- High school diploma required or equivalency required (GED).

### Preferred Qualifications

- 2 years experience working with benefits (medical, dental, vision, prescription drug service and retirement plans).
- Bachelor's Degree from an accredited university.
- Knowledge of general benefit plan terminology highly preferred.
- Knowledge of the K-12 market benefits highly preferred.

### Knowledge, Skills and Abilities

- Time management and organization skills
- Computer proficiency
- Ability to present to small groups.
- Strong sense of urgency
- Strong interpersonal skills; diplomatic and tactful

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

**For Consideration:**

Send updated resume to: [bryan.packwood@ffga.com](mailto:bryan.packwood@ffga.com)

EOE