

Title: Back-Office Customer Service Representative (Account Specialist)
Reports to: Operations Manager
Location: Scottsdale, AZ (Local Applicants Only)



Organization

Genius Avenue, located in Scottsdale, AZ, is an established benefits industry technology BPO that offers a unique solution to benefits providers, insurance carriers and agents/brokers in the benefits space—an advanced infrastructure for enrolling, administrating and engaging consumers on behalf of the client.

With this infrastructure, we are transforming the way benefit providers, insurance carriers, and program managers launch and administer their products and services. Our proprietary technology and administrative services are rooted in the insurance industry and have grown to become the most flexible in the industry. As your outsource partner, we minimize the complexities of benefits administration while providing the infrastructure to effectively engage your customers. Genius Avenue helps you quickly enter new markets and ultimately gain a significant competitive advantage by increasing customer lifetime value.

We are accepting applications for a full time Back-Office Customer Service Representative (Account Specialist). Account Specialists work directly with Genius Avenue's Sales Team to set up small businesses; large, single and multi-site employer's administrative system and enrollment portals within Genius Avenue's technology platform. Our platform is a custom built application for enrollment in benefits and other plans.

Responsibilities:

- Manage new and renewing business.
- Ability to interpret and understand typical client requirements documentation.
- Ability to communicate ideas in both technical and user-friendly language.
- Request new setup for voluntary benefits and/or updates to existing ones as needed.
- Update Member eligibility as needed, including mapping enrollment to new products at renewal.
- Communicate with outsource vendors to set up new and renewing file feeds.
- Uploading source documents, logos, and data into system.
- Ensure that assigned client enrollment setups are processed accurately and timely.
- Answer incoming calls and/or emails from Sales Representatives.
- Research installation issues and develop customer specific resolutions.
- Knowledge of applicable data privacy practices and laws a plus.
- Provide explanation and interpretation within area of expertise.

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Required Skills and Knowledge:

- Follow written and verbal methodical instruction.
- Technical experience in working within web applications and basic computer skills required.
- Intermediate proficiency with Microsoft Outlook, Word, Excel, Access and Acrobat.
- Outlook: Must be able to schedule meetings on the calendar, compose professional emails and send emails as single or multiple distributions.
- Word: Ability to create reports, write requirements, and compose client letters.
- Excel: Create and edit spreadsheets, sort, add formulas, and link fields to multiple tabs and documents.
- Adobe Acrobat: Ability to create, edit forms to use for basic administration and online purposes.

Experience

- 2+ years of experience within the health care or insurance industry a plus or related experience.
- Bookkeeping/experience with Quickbooks or similar software preferred.
- Bachelor's Degree or relevant work experience preferred.

Benefits Include:

- Competitive compensation program
- Group medical/dental insurance
- Life insurance
- Disability insurance
- Holidays
- Paid time off

Genius Avenue is an Equal Opportunity Employer.