

# Lawley

INSURANCE | EMPLOYEE BENEFITS

## Employee Benefits Client Service Specialist

### Position Focus:

- Support a book of business managed by an Account Executive, including plan analysis and acting as a liaison between the client and carrier for billing, claim issues and membership questions
- Assist with preparation of detailed benefit comparisons, coordinate client presentations with Client Relations Manager and Marketer
- Follow up on requests for information and attend open enrollment meetings
- Submit new and renewal paperwork to carriers, and assist in proposal preparation and renewal packages
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs and scorecard

### Successful candidates possess:

- Insurance experience in customer service or account management for 3 years or more
- Life Accident & Health License; or willingness to pursue in first 90 days
- Computers skills are a must; Including Word, Excel, Outlook & PowerPoint
- Ability to work well independently and on a team
- Incredible attention to detail and organizational skills
- Open to continuing education, college degree preferred
- Positive attitude, even in a fast paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Reliable Transportation
- Methodical, yet swift decision making skills
- Precise verbal and written communication skills, even under time constraints



*Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.*