



## **Client Support Specialist, Paradigm Group**

This is an entry-level, full-time position supporting the client service team for the employee benefits department of Paradigm Group. This position may be of interest to candidates with an interest in a career path in HR, benefits or the group health industry.

Essential functions include:

- Supporting Account Executives in providing daily customer service to current clients, including:
  - Inputting employee enrollment, termination and change data into carrier or employer eligibility systems
  - Reconciliation and troubleshooting of client billing statements
  - Working with client and/or insurance carriers to resolve billing issues
- Managing the RFP (Request for Proposal) process
- Working with Account Executives to prepare market analysis documents
- Pursuing and maintaining benefits product knowledge by staying current on insurance carrier products and services and building relationships with carrier representatives
- Assisting with employee enrollment meetings as needed

Qualifications and requirements for this position include:

- A degree in insurance, finance or other business-related field and a minimum of 2 years of experience in the insurance or benefits industry is preferred
- Proficiency in Microsoft Excel and Word
- Strong analytical ability to gather and summarize data
- Continual attention to detail in data entry; composing, writing and proofing documents and materials; establishing priorities and meeting deadlines
- Familiarity with insurance and/or employee benefits plan designs preferred
- Ability to work with minimal supervision
- Ability to work at a computer for most of the work day
- Strong working knowledge of general business practices
- Flexibility to manage constantly-changing priorities
- Must have high level of interpersonal skills to handle sensitive and confidential situations

Interested applicants may send a resume and cover letter to Heather Eshaghpour at [heathereshaghpour@paradigmgroup.net](mailto:heathereshaghpour@paradigmgroup.net)

More information on our company can be found at [www.paradigmgroup.net](http://www.paradigmgroup.net) .