

Position Description

Job title	<i>Client Service Specialist</i>
Reports to	<i>Client Service Supervisor</i>

Position Summary

The Client Service Specialist is a high quality administrative and service role to support a variety of business essential tasks across several departments ensuring both internal operations and client needs are being met. This position provides exceptional customer service to our clients as the first point of contact. The Client Service Specialist analyzes a client’s needs and coordinates with other departments to develop and deliver an appropriate solution for each client. This position develops and maintains a deep understanding of the organization and services offered to solve more complex inquiries.

Primary Responsibilities

- Provide exceptional customer service to clients.
- Maintain good organization and prompt fulfillment of business records. Work within our systems, to keep client records up to date.
- Answer inquires on billing, claims, and policies.
- Complete necessary tasks for accounts receivables, claims, and/or marketing.
- Enhance the company’s reputation through professionalism and courtesy to all partners and clients online, by phone, in person, and with all written correspondence. This may include assisting with online research, email blasts, telephone outreach and more as required.
- Other duties as assigned.

Minimum Qualifications

- High School Diploma or equivalent
- Strong PC skills including Microsoft Office
- Excellent interpersonal skills
- Strong organizational skills
- Multi-task oriented
- Detail oriented
- Ability to work individually and in a team environment
- Ability to create positive and collaborative working relationships
- Excellent written and verbal skills
- Office experience preferred
- Reliable

Working conditions

This position may be performed at the company headquarters in a traditional office environment full-time or a hybrid schedule of part-time at the company headquarters and part-time at one’s remote office. This role routinely uses standard office equipment such as computers, phones, printers, and filing cabinets.

Physical requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position,

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the employee is regularly required to talk or listen. This position will frequently require you to sit, stand, walk, stoop, kneel, crouch, use hand to finger, handle or feel, and reach with hands and arms. This position also requires the ability to lift up to 25 lbs. occasionally. Specific vision abilities required by this position include close vision, color vision, peripheral vision, and the ability to adjust focus. This noise level in the work environment is usually moderate.

Direct reports

None

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety to themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. Duties, responsibilities, and activities may change at any time with or without notice.

Equal Employment Opportunity Statement

Wayne Mutual Insurance Company provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Signatures:

Approved by Management:	
Approved by HR:	
Date:	

The employee signature below constitutes the employee’s understanding of the requirements, essential functions, and duties of the position.

Employee:	
Date:	