

Call Center Supervisor

Do you have experience in a call center, supervising employees and managing data metrics? Do you have a background in employee benefits? Are you exploring a change in employment? Do you like helping people with your kindness & knowledge? Do you want to be part of an awesome organization? Then, you'll really enjoy working with BAS! We'll give you supervisory responsibilities while helping you develop your career.

Benefit Allocation Systems (BAS) is looking for a **Client Services Supervisor**. The **Client Services Supervisor** partners with the Client Services Manager to ensure a high degree of professionalism and customer service are delivered during each phone call and email interaction. The **Client Services Supervisor** successfully reviews staffing levels, and call, email and transaction volumes while also handling call center requirements as the first line of contact for BAS' customers and their employees. The **Client Services Supervisor** will balance competing priorities to ensure BAS meets planned service levels while maintaining security and confidentiality of client and employee information in keeping with HIPAA regulations.

BAS will support you with **great working conditions, a brand-new laptop, remote work capabilities, state of the art phone system and other tools of the trade.**

We'll support you with **leading technologies** for your laptop, phone system and other mission-critical equipment to ensure uptime and eliminate the frustrations that are commonly associated with employers not providing the best-of-the-best employee support. And of course, we'll support you with our 401(k) with fully-vested matching contribution, generous PTO policy and awesome coworkers.

This position will initially be remote, with in-office as needed. Client Services business hours are 8:30am to 8:00pm Monday through Friday, Eastern Time. Standard work-week is 37.5 hours (7.5 hours/day), with shifts varying based on scheduling.

BAS is a federal contractor and must comply with Executive Order 14042 requiring all employees to be fully vaccinated against COVID-19. Full vaccination is required to be considered a qualified candidate for the position. Upon hire, you must provide BAS a copy of your vaccine card or doctor's record showing full vaccination.

About BAS

BAS develops and supports one of the nation's leading Software as a Service employee benefit administrative solutions for employers called MyEnroll360.

MyEnroll360 provides clients with a private, secure online system for their employees' benefit plan enrollment and administration. MyEnroll360 allows employees to self-service all aspects of learning about and managing their employer provided insurance benefits.

Main Duties and Responsibilities of the Call Center Supervisor:

- Provide leadership and support for client services staff in the call center
- Support emails, calls and transactions
- Respond to participant inquiries
- Assist with escalated calls
- Provide oversight to service responses
- Conduct training and coaching for team members
- Provide ongoing call monitoring and agent queue assignments
- Create and manage online repository for client references

- Maintain daily schedules for team
- Analyze historical call, email and transaction data
- Create and maintain policies and procedures
- Prepare weekly reports for management on service metrics
- Track issues, ensure timely follow-up for outstanding items, document resolutions in call tracking system
- Escalate significant issues, security concerns and any violations immediately to management and/or BAS' Privacy Officer
- Coordinate and perform special projects and key initiatives in support of department or organization objectives
- Maintain security and confidentiality of client and employee information in keeping with HIPAA

Characteristics

- Organized
- Kind and Effective Supervisory Skills
- Patient & Friendly
- Attention to Detail
- Flexible
- Calm Under Pressure
- Multi-Tasker
- Quick Learner
- Good Listener
- Follows Directions
- Gives Directions

Skills

- Excellent Supervisory Skills
- Good Computer Skills
- Clear Business Writing Skills
- Good Business Telephone Skills
- Good use of Word® & Excel®
- Efficient Time Management
- Operate multiple computer applications & windows
- Balance quality with performance
- Strong analytical skills

Requirements

- College Degree
- 1+ year of Call Center Supervisor experience required
- Employee Benefit Administration Experience preferred
- Sit/Stand in front of a computer for extended periods of time
- Maintain confidentiality and privacy as required by regulations and company policy
- Punctual & Professional Behavior
- Available to work business hours and scheduled evening shifts
- Ability to work remotely or in office

Benefit Allocation Systems, LLC is an Affirmative Action and Equal Opportunity Employer/Veterans/Disabled. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability. For questions, please contact the BAS Affirmative Action Officer at 800-945-5513.