

Client Services Specialist

Are you ready to start fresh by supporting client services for an innovative company that's truly helping Americans cut healthcare costs and confusion? Are you passionate about ensuring clients are ecstatic with their experience? Would co-workers describe you as someone who "just handles it" - and loves making customers happy? Are you excited to develop and grow your skills? Are you a scrappy, curious, customer-loving, fast-paced, fun, self-starter?

If you said yes to those questions, you might be the perfect freshbenies Client Services Specialist.

This opportunity provides day-to-day client service and support on a part-time basis (20-25 hours a week). The focus is to ensure client satisfaction with the freshbenies product, service and experience. This position is a point of contact for three types of clients. Job tasks include responding to client inquiries via email and online chat, offering technical assistance, directing customer requests to appropriate team members, researching customer issues to provide resolution, gathering data to onboard new clients, and highlighting obstacles that get in the way of making our clients' lives easier. You'll develop a solid understanding of the freshbenies benefits and processes to assist our current and future clients at the highest level of service.

You'll work closely with clients and their teams – hand-in-hand with a focused and supportive freshbenies team.

The freshbenies culture is transparent, fun, casual and innovative. But make no mistake, we are a professional and hard-working team - the bar is set very high, and the pace is fast. The Client Services Leader reports directly to the CSO.

If you're a self-starter who...

- is passionate about consistently ensuring a best-in-class client experience
- has strong written and verbal communication skills
- is tech savvy and comfortable communicating remotely via Zoom, chat, phone and email
- sees around corners to address issues quickly
- has outstanding time management, organizational and follow-through skills
- is a proven remote worker. Able to work independently while also contributing to team environment
- is willing to be part of a small team, which sometimes means stepping up to help on a variety of responsibilities, as needed

...then you might be the person we're looking for!

Start a "fresh" new chapter in your career. Email your resume and your LinkedIn profile link to careers@freshbenies.com for next steps!