



## **JOB DESCRIPTION ACCOUNT ASSOCIATE**

**REPORTS TO:** Executive Director, Operations

### **GENERAL DESCRIPTION:**

The Account Associate is responsible for providing operations support to the Account team. This position supports administrative responsibilities such as data coordination and entry, maintenance of customer information and support with processing email or phone requests from the agent community and internal/external customers. The position also helps support the Action Benefits lobby area by meeting with guests, retrieving paperwork, setting up meeting space(s), and providing coverage to main line phone queues.

This is non-exempt, hourly, part-time position and may require hours that exceed a standard workweek.

### **KEY RESPONSIBILITIES:**

- Preparing and scrubbing required documents for Account team;
- Triage and route phone, email and other types of inquiries (i.e. Chat, text message queues);
- Review, acknowledge, set up customer inquiries from various support boxes;
- Log all inquiries and note all communications in the tracking system;
- Adhere to performance metric schedule to ensure timely assignment;
- Build relationships internally and externally by providing a high levels of customer service;
- Assist customers and visitors as they enter our lobby area;
- Prep meeting spaces for meetings and gathering within and outside of assigned business unit;
- Adhere to various standard work procedures and processing practices to ensure accuracy and timely setup of requests;
- Support business operations and ensure customer satisfaction;
- Ensure consistency and accuracy of customer deliverables;
- Grow strong knowledge of company policies and services;
- Assist with training new employees as necessary;
- Ability and willingness to learn;
- Ambassador for the organization;
- Other duties as assigned.

### **MINIMUM REQUIREMENTS:**

- High school diploma;
- Experience in an office or customer service required;
- Excellent inter-personal skills, including active listening; empathy, patience and conflict resolution;
- Ability to proactively solve customer concerns and/or problems;
- Ability to work independently and as part of a team in a fast paced, high pressure environment;
- Strong organizational skills as demonstrated by an ability to prioritize multiple tasks;
- Excellent verbal and written communication skills;
- Basic Microsoft Office Suite experience.