

JOB DESCRIPTION ACCOUNT COORDINATOR

Reports To: Client Operations Manager

General Description:

The Account Coordinator plays an integral role supporting Account Managers and internal/ external customers and requires a strong commitment to individual learning and teamwork. The Account Coordinator will be focused on their understanding of system, process requirements and developing relationships with the customer community, insurance carriers, and co-workers. The Account Coordinator is responsible for providing exceptional customer service by responding to inquiries received via telephonic and/or written communication relating to provided services.

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

Key Responsibilities:

- Approach all responsibilities with a positive, customer first attitude;
- Build relationships internally and externally by providing a high levels of customer service;
- Monitor mailboxes and respond to requests accordingly;
- Log phone, email and other types of inquiries into tracking system and document follow-up efforts;
- Ability to quickly and effectively retrieve and research information using various systems and processes;
- Ability to listen, understand, research, resolve and follow through on customer inquiries or issues in a timely and customer centric manner;
- Keep Account Manager and customer(s) advised of case status and request additional information, if needed;
- Maintain strong knowledge of company products and services;
- Report and track and measure daily/weekly performance metrics to Account Manager;
- Ability and willingness to learn;
- Train employees and customers as necessary;
- Ambassador for the organization;
- Other duties as assigned.

Minimum Requirements

- High School Diploma;
- 3 years of industry experience preferred;
- Customer service, retail and/or healthcare experience required;
- Ability to establish personalized relationships with customers;
- Excellent inter-personal skills, including active listening; empathy, patience and conflict resolution;
- Ability to influence others and move toward a common vision or goal;
- Ability to proactively solve customer concerns and/or problems;
- Knowledge of customer policies and procedures preferred;
- Excellent organizational and prioritization skills;
- Ability to adapt based on industry trends/needs;
- Intermediate Microsoft Office Suite experience.