

## Client Service Specialist - Employee Benefits

Sahouri Insurance & Financial is a privately-held insurance agency headquartered in the heart of Tyson's Corner. As an all-lines insurance broker, Sahouri Insurance has been serving domestic and international communities with success since 1970.

We offer a wide range of insurance products and risk management services, including: Embassies & Diplomatic Missions, Commercial, Life and Disability, Employee Benefits and Private Clients.

Given that the agency is client-focused, customer experience is at the top of its priorities. Sahouri's most valued asset is its people. Finding the right people is vital to providing a great customer service experience. Our human capital is our competitive advantage; it is what truly separates us from what the competition views as the industry standard for customer service.

As the recipient of the GOLD Stevie Award for Best in Customer Service, our standards for providing the best customer experience are extremely high.

### Job Summary:

The Client Support Specialist provides superior and timely customer service and assists the account management team in handling the daily claims, billing and eligibility requests for clients. This person also assists with the administration, reporting and processing of agency claims as well as coordinating with various carrier and agency personnel.

### Responsibilities:

- Provide exceptional customer service by communicating, responding and following up with clients and carriers in a timely manner.
- Assist account managers in coordinating all aspects of client activities.
- Effectively manage all claims inquiries and follow up.
- Contact insurance carriers for acknowledgement, status and potential escalation for pending claims.
- Assist account management team with enrollment & eligibility requests.
- Assist with billing errors and provide necessary documentation for corrections.
- Enter and update client policy information in management system Epic.
- Update and organize client files and records.
- Assist with various special projects as needed to support team and agency.



## Qualifications/Experience:

- A minimum of 2 years of customer service experience in an office environment.
- Claims resolution and eligibility experience
- Self-motivated with the ability to work effectively as part of a team or on individually-assigned tasks.
- The ability to work in a fast-paced environment where time-management and prioritization skills are essential.
- Excellent working knowledge of Microsoft Word, Excel, PowerPoint.
- Excellent verbal, written and communication skills.
- French or Arabic speakers preferred.

