

Client Service Coordinator

Role Description

Opportunity

Helping businesses keep a promise to their employees is a great feeling, and that is what we deliver everyday. We are one of the pre-eminent construction industry associations in Canada, and one of the largest and fastest growing providers of group health benefits in Western Canada. We are looking for great team members who want to feel fantastic about the benefit plan services they provide and the opportunity to help people every day.

For over 45 years, the Independent Contractors and Businesses Association (ICBA) has been the voice of B.C.'s construction industry. Today, ICBA represents more than 3,300 members and clients, and is one of the leading third-party providers of group health and retirement benefits in B.C. and the single largest sponsor of trades apprentices in the province.

Summary

As a Client Service Coordinator for ICBA Benefit Services Ltd., based in our Burnaby, BC head office, you will report to the Manager, Client Operations. This position supports a team of Managers, Benefit Administrators, Underwriters, Account Managers, and Brokers. You are responsible for making an outstanding first impression on our new clients through fast and accurate account setup, and to support our team in delivering an exceptional customer experience to existing clients. You will be required to collaborate and coordinate with other team members and other departments in executing your tasks and projects.

Responsibilities

- Onboard new clients
- Process plan amendments and terminations
- Review benefit booklets
- Manage online files of documents and correspondence
- Assemble and send customer communications
- Provide backup to Client Service Representatives (Process enrolments and respond to customer inquiries)
- Establish and maintain relationships with insurance company representatives and vendors
- Track performance metric reporting for leadership
- Other duties as required

Requirements

- Strong communication skills (verbal and written), multi-tasking and superior attention to detail
- Highly professional and organized with the ability to meet time sensitive deadlines and contribute in critical projects
- Proficient with MS Office, especially strong with Excel and Word; experience with mail merges and with SharePoint an asset
- Ability to master new software quickly

- Capable, self-motivated, able to work well alone and as part of a team
- Friendly, professional and polite with experience in customer service
- Aptitude with numbers and with accurate data entry
- Task and project focused
- Ability to document and maintain processes
- Interpersonal skills: team player, tactful, sensitive, flexible, works well with others
- Previous group benefits administration experience is an asset

Rewards

We offer:

- A competitive base salary
- Team Bonus structure
- Full benefits package
- Matching RRSP contributions
- Vacation and Flex-time
- Parking/Transportation allowance
- We encourage professional development and designations, as well as pursuing learning & development opportunities as part of a growing organization

How to Apply

Apply through the job post on [indeed.com](https://www.indeed.com), or submit your resume and cover letter to Jenny Ma, Office Manager, at hr@icbabenefits.ca.