

Lawley

INSURANCE | EMPLOYEE BENEFITS

Medicare & Individual Health Client Service Specialist

These are the *fundamental* components of the job:

- Support our Account Executive's (NYSOH and Medicare) clientele with scheduling appointments, data entry into multiple systems and CRM's, answering first-level Medicare questions. This position requires heavy phone and email usage.
- Support and maintain compliance with all applicable CMS/Medicare regulations and guidelines.
- Assist with preparation of detailed plan comparisons, mailings and coordination of client presentations for Account Executives and Medicare Consultants.
- Follow up on requests for information and attend Medicare seminars as applicable.
- Support all Lawley initiatives as requested, guided by company values, sales culture, business needs and scorecard.

Other *functions* of the job:

- Expand and grow in your role when supporting miscellaneous duties as requested

Skills / traits that we value for this role:

- Customer service or account management experience for 3 years or more
- Life Accident & Health License; or willingness to pursue in first 180 days
- Computers skills are a must, including Word, Excel, Outlook & PowerPoint
- Ability to work well independently and on a team
- A problem solver, who has incredible attention to detail and organizational skills
- Open to continuing education, college degree preferred
- Proactive, positive attitude, even in a fast-paced environment
- A passion to make customers and coworkers feel important and valued
- Reliable Transportation

A bit about Lawley!

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family-owned insurance broker (70+ years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!



Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.

Why Lawley?

- Competitive salary and referral bonuses!
- Outstanding Benefits (Medical, Dental, Vision)
- Additional voluntary benefits including critical illness, accident insurance, hospital indemnity, supplemental life insurance, legal and identity protection and pet wellness
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1st day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities!
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$43,642.50 to \$72,737.50.

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