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### **Account Operations Associate – Full-Time**

Are you currently working as an account representative, have you recently graduated from college and want to get into the employee benefits field, or are you exploring a change in your career? Do you like helping people with kindness and knowledge? Are you organized with strong attention to detail? If you answered "yes" to these questions, we want to hear from you! Please submit your resume today.

Benefit Allocation Systems, LLC ("BAS") is actively searching for an **Account Operations Associate** to join our Account Management Team. As an Account Operations Associate, you will serve as a key operational support partner for our clients.

Why join our team at BAS? Whether you have a start in the benefits field or if you just graduated from college and want to find your career, we'll help you advance your confidence and skills. We'll take your training and development seriously and provide one-on-one coaching and support.

We offer a comprehensive benefits package, including fully-paid health insurance, flexible spending accounts, a 401(k) plan with a fully-vested matching contribution, generous PTO, time off for all federal holidays, and employer-provided life and disability coverage. Additionally, we provide state-of-the-art technologies for your laptop, phone, and other mission-critical equipment to ensure seamless operations and eliminate common frustrations associated with inadequate employer support. And of course, you'll have the opportunity to collaborate with an awesome team of coworkers.

This is a hybrid position requiring in-office presence at our King of Prussia office. As business needs dictate. BAS business hours are 8:30 am to 5:00 pm Monday through Friday, Eastern Time.

**About BAS:** BAS is a leading provider of Software as a Service employee benefit administrative solutions for employers. Our flagship product, MyEnroll360, offers clients a secure online system for enrolling and managing employee benefit plans. MyEnroll360 facilitates seamless communication between clients and BAS to ensure efficient administration of employer-provided insurance benefits.

### **Main Duties and Responsibilities:**

- Provide day-to-day administrative and operational support for a key account.
- Support account deliverables through data processing, reporting, audits, and reconciliation activities.
- Track deliverables, timelines, and internal action items in coordination with Account Managers.
- Assist with internal documentation, record maintenance, and file management.
- Support billing coordination and quality checks.
- Assist with client mailings and internal communications.
- Provide internal coverage support during absences and peak workload periods.
- Participate in client-facing phone and video calls to support account setup and ongoing service needs.
- Assist with participant onboarding, coverage setup, and maintenance.

- Support billing cycles, payment processing, reconciliations, and related documentation.
- Respond to routine client inquiries and coordinate resolutions with internal teams.
- Maintain accurate participant records and supporting documentation.
- Support service growth by assisting with evolving workflows and new account activity.

**Characteristics:** To thrive in this role, you should possess the following characteristics:

- Patient with a friendly demeanor
- Attention to detail
- Flexibility to adapt to changing priorities
- Ability to remain calm under pressure
- Strong multitasking abilities
- Quick learner
- Active listener
- Positive attitude
- Independent worker

**Skills and Qualifications:** To qualify for this position, you should possess the following skills and qualifications:

- Comfortable supporting client-facing phone and video interactions.
- Strong written and verbal communication skills.
- High attention to detail with strong organizational skills.
- Ability to balance back-end operational work with client support.
- Ability to manage multiple priorities and shifting deadlines.
- Proficiency in Microsoft Office applications, including Excel.
- Ability to work independently while collaborating with a team.
- Customer-service oriented with consistent use of sound judgment.
- Ability to adapt to changing priorities without sacrificing quality.
- Adherence to company privacy and security requirements.

**Requirements:**

- College Degree preferred
- Employee Benefit experience is a plus
- Excellent communication skills
- Sit/stand in front of a computer for extended periods of time
- Private/secure remote work capability
- Maintain confidentiality and privacy as required by regulations and company policy
- Punctual & professional behavior

**Benefit Allocation Systems, LLC** is an Equal Opportunity Employer for all protected groups under applicable federal, state and local laws, including protected veterans and individuals with disabilities.