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Client Services Representative (Full-Time)

Location: Remote or Hybrid with some in-person work in our King of Prussia, PA office

Schedule: 37.5 hours/week | Shifts between 8:30 AM – 8:00 PM (ET)

About the Role

Benefit Allocation Systems, LLC (“BAS”) is actively searching for a Client Services Representative to join our team. This role is ideal for someone who enjoys helping people, solving problems, and building a career in employee benefits and client service.

As a Client Services Representative, you will serve as the primary point of contact for our client’s employees and retirees, supporting benefit inquiries, enrollment questions, and account-related issues. You will play a key role in delivering a high-quality service experience while working with a collaborative and supportive team.

Whether you are early in your career or looking to grow your experience in benefits and client service, BAS provides the training, tools, and support to help you succeed.

What You’ll Do

- Serve as the first point of contact for participant and client inquiries by phone and email
- Assist users with benefit enrollment and account questions using MyEnroll360- a self-service, web-based enrollment system
- Research and resolve benefit-related inquiries using internal tools and resources
- Accurately update participant and account information
- Document interactions, follow up, and track issues through resolution
- Escalate complex or sensitive issues appropriately
- Maintain strict confidentiality of employee and client information
- Support team initiatives, training, and continuous process improvements

What We’re Looking For

We are looking for someone who is:

- Detail-oriented and organized
- Professional, patient, and service-focused with a friendly demeanor
- Comfortable working in a fast-paced, structured environment
- A strong communicator, both written and verbal
- Flexible with the ability to adapt to changing priorities and remain calm under pressure
- Able to manage multiple tasks while maintaining accuracy
- A quick learner who takes initiative and follows through

Skills & Qualifications

- Strong communication and writing skills
- Ability to navigate multiple systems and applications simultaneously
- Solid time management and organizational skills
- Proficiency in Microsoft Office (Outlook, Word, Excel, Teams)
- Customer service experience preferred
- Employee benefits experience is a plus
- College degree preferred
- At least 1 year of customer service experience preferred
- Ability to work scheduled shifts within business hours
- Ability to work remotely in a private, secure environment
- Commitment to confidentiality, professionalism, and reliability

About BAS

Benefit Allocation Systems, LLC provides professional benefits administrative services to support employers across the country. Our team uses proprietary systems, including as operational tools to deliver enrollment, billing, and administrative services to clients and their employees.

Why BAS

At BAS, you'll be part of a team that values training, development, and long-term growth. We invest in our employees and provide the support needed to build skills and advance your career.

We offer a comprehensive benefits package, including:

- Fully paid health insurance
- 401(k) with employer match
- Flexible spending accounts
- Health Savings Account
- Legal Plan coverage
- Generous paid time off
- Paid time off for all federal holidays
- Life and disability coverage

You'll also work with a strong team in a stable, growing organization focused on delivering high-quality administrative services to our clients.

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.