



Job Title: Solutions Coordinator

Primary Role:

The Solutions Coordinator role is a service solution position responsible for delivering elite-level client support at all levels of the organization. This role is responsible, accountable, inclusive and understands individual daily actions make an impact on overall success.

Key Accountabilities:

- Provide timely and elite level support responses on client service issues involving but not limited to billing, eligibility, and claims review
 - Answer questions and create solutions
 - Troubleshoot and respond to inquiries with effective outcomes
 - Deliver day-to-day service response with lasting, valuable results
 - Carrier requests and follow-ups
 - Address and respond to sensitive and challenging situations
- Build and maintain internal and external trusting relationships
- Manage sensitive, highly confidential, and proprietary information with discretion and the utmost level of integrity and confidentiality
- Track and effectively document workflow via CRM activities and case management
- Clinic administrative support
- Assist other team members with workload overflow as needed and as time permits

JA Benefits is a client focused benefit consulting firm providing clear, simplified solutions to complex business issues. Our clients come first and we strive to exceed their expectations on a daily basis. Team members take pride in their work, each other, and our clients. They understand we own and drive the client experience; each employee does whatever it takes to build and strengthen our relationships by providing exceptional level service and support to colleagues, our clients, and their employees.

Qualifications:

- High School Diploma or equivalent, associate's degree preferred
- 2 or more years of customer service or professional administrative experience
- Computer savvy with strong MS Office skills (Word, Excel, Outlook and PowerPoint)
- Fast learner; able to pick up new technology quickly
- Proven project management, analytical, and organizational skills

- Able to work well under pressure in a fast paced environment and exercise sound judgment and discretion
- Strong written, verbal, and interpersonal communication skills
- Demonstrate a high level of creativity, motivation, and positive energy
- Must maintain a polished and professional demeanor at all times
- Attention to detail
- Initiative and reliability

JA Benefits, LLC is an equal opportunity employer. As a privately held company, we offer a competitive compensation and benefits package reflecting our commitment to attracting and retaining great individuals. The benefit package includes health, dental and vision coverage, employer-paid short-term and long-term disability, and basic life insurance as well as 401(k) with match.

To apply, please send your resume and a cover sheet to hr@jabenefits.com.