



## Unique Part Time Position (25 hours per week) - Enrollment Assistant

*Since 1996, Exude, Inc. has been committed to building a firm where the drive to succeed is balanced with creating a fun, challenging, creative and an exciting place to work. This formula for success has led to us not only being recognized by Inc. Magazine as one of America's Fastest-Growing Private Companies but to our unique culture being honored by awards including Best Places to Work in PA, Psychologically Healthy Workplace, Best Places to Work in Philadelphia, Working Mother Magazine's Best Small Companies to Work for in America, and Smart CEO Healthiest Employer.*

This unique part-time position plays an important role in our Client Care team and provides the opportunity, after an initial training period, for the employee to potentially perform work both on-site and remotely (during normal business hours) based on company needs.

### Duties of this position include:

- Interact with Insurance Carriers, Third Party Administrators, healthcare providers and internal department members to handle and resolve client enrollment issues
- Use carrier technology platforms to process all enrollment, terminations, and change requests from clients.
- Interact with employees to research and resolve issues and concerns regarding group health benefit coverage
- Perform occasional client billing reconciliation and census assessments
- Prepare memos, letters and other documents, using Microsoft Office and CRM applications
- Document all customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken in CRM system
- Handle access to sensitive employer group and employee information with integrity and professionalism

### Requirements for the position include:

- High school degree or equivalent required; 4-yr College degree or equivalent experience highly desired. Background in HR, Health Policy, Risk Management/Insurance or related field a plus.
- Availability to work during normal business hours—must be able to complete initial training program on-site and regularly attend team meetings
- 2+ years of experience performing high volume data entry in a client service environment strongly preferred
- Exceptional client service skills and a proven ability to work professionally and effectively in a high production, fast paced work environment particularly during critical open enrollment periods
- Must be highly detailed oriented with strong organizational skills, a proven ability to prioritize workload, with a track record of being able to shift gears quickly and multitask when faced with competing demands
- Computer proficiency including ability to utilize Microsoft Office Suite and CRM technology and past data entry experience; must be able to type a minimum of 50 WPM with high degree of accuracy
- Excellent interpersonal and communication skills including the ability to develop productive working relationships with both internal and external groups

If you are interested in this position, please send your resume to [careers@exudeinc.com](mailto:careers@exudeinc.com). For more information about us, visit our website at: [www.exudeinc.com](http://www.exudeinc.com) PLEASE DO NOT APPLY IF YOU ARE LOOKING FOR A FULL-TIME OPPORTUNITY. Principals only. Recruiters, please don't contact this job poster. Do NOT contact us with unsolicited services or offers.

*Exude, Inc. is Committed to Being an Equal Opportunity Employer*