



Bilingual Participant Services Representative

Reporting to the Participant Services Department Team Leader of this growing financial services company, the Bilingual Participant Services Representative is primarily responsible for answering client queries in an accurate and time sensitive manner and in doing so, deliver world class service to internal and external clients of MidAmerica. The ability to work in a fast-paced and deadline driven environment and communicate effectively in Spanish is essential.

The chosen candidate must have the knowledge and skills to successfully handle several varied account queries. This position provides all front-line customer support needed to address client needs regarding plans and benefits and the knowledge and ability to escalate cases to an appropriate department or member of staff, as necessary.

The successful candidate will provide the necessary information to the participants to satisfy their query and streamline their experience.

Responsibilities:

- Provide timely and accurate information to incoming customer queries in accordance with plan guidelines
- Through strong listening skills identify and assess the customer's needs to achieve satisfaction
- Possess the ability to analyze information and document it appropriately
- Able to follow guidelines and be highly detail-oriented
- Have a strong understanding of our product offerings to answer or escalate internal questions
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the business
- Deliver exceptional on-demand client support for clients and partners which results in fanatical support of MidAmerica
- Ability to provide professional and articulate written and verbal communication
- Must routinely meet daily, weekly, and monthly deadlines

Our agent must embody the following core values:

- **Where Passion Meets Purpose.** Passionate about making an impact and working hard to deliver positive outcomes.
- **We Take Care of Our Customers.** Doing the right thing to create an excellent experience for the customer.
- **We Deliver.** Passionate about results by taking accountability to drive performance at the company, team, and individual levels to continuously improve and exceed expectations.
- **We are PeopleFirst.** People are our most important asset. Caring for each other and those we serve by always being positive, honest, and respectful in everything we do.
- **We Win Together.** We are better as one team than we are as a group of individuals. Collaboration drives the best outcomes for each other and for our customers.



Qualifications

- Fluent in Spanish
- Must have 1-3 years' direct customer service experience
- Experience working in a fast-paced, high volume environment
- Ability to work independently and collaboratively with team members
- Consistently maintain a positive, patient, approachable and friendly attitude
- Regular attendance is required
- Proven capabilities with working knowledge of computer skills including all Microsoft Office Applications
- Retirement industry experience preferred with exposure to retirement fund types (403b, 401k, 457 or 401a)
- Working knowledge of IRS retirement regulations and ACA guidelines
- Health Reimbursement/Flexible Spending Account experience (medical billing, EOB's, 213 eligible medical expenses, FSA debit cards, Dependent care eligibility)
- Solid understanding of plan guidelines

Location

The position is based at the company's operations office in downtown Lakeland, Florida.

Contact

Interested? Contact MidAmerica (Careers@mymidamerica.com) to apply.