**Job Summary**

The Client Service Associate is responsible for enhancing the client experience by providing support to the internal Toledo Employee Benefits team. This individual will develop skills, industry knowledge and relationships by meeting or surpassing the service expectations of clients, prospective clients, agency and company personnel.

**Outcomes**

1. Become quickly immersed in the assigned block of business, including familiarization and immediate contribution to the maintenance and growth of the block.
2. Become proficient in all aspects of Benefit Point within 3-4 months of hire
3. Active participant in best practices and quality control/improvement through idea-sharing and task force participation.
4. Timely response and follow up of all issues/inquiries received, including proactively updating team on outstanding items.
5. Assisting with preparation of various client presentations and deliverables.
6. Documentation of services provided in BenefitPoint.
7. Support marketing efforts for new business opportunities and current book of business including reviewing and summarizing quotes and proposal preparation where applicable.
8. Running and distributing client reports
9. Willingness to learn new skills and procedures
10. Ability to move from project to project

**Key Qualifications**

A qualified applicant must possess a valid state driver’s license, and have achieved a high school diploma or GED equivalent. A bachelor’s degree is preferred. A well-qualified applicant must be a self-directed team player, solution focused, and have a desire to learn and develop. Relevant industry certifications are a plus. 3+ years of industry experience is preferred.

1. **Team Focus:** Effectively cooperates with others to achieve common goals. Participates in building a group identity characterized by professionalism, trust and commitment.
2. **Attention to Detail:** Does not let important details slip through the cracks.
3. **Communication:** Successfully conveys information and expresses thoughts and facts. Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
4. **Client/Quality Focus:**Anticipates, monitors and meets the needs of clients, and responds to them in an appropriate manner. Demonstrates a personal commitment to identify clients' business needs and continually seeks to provide a trusted advisor level of service.
5. **Organization and Planning:** Plans, organizes, schedules and budgets in an efficient, productive manner. Focuses on key priority.
6. **Adaptability:**Adjusts planned work to accommodate an ever-changing environment. Triages multiple demands and competing priorities by gathering relevant information and applying critical thinking skills.
7. **Demonstrate Hylant Core Values:** (Family, Hard Work, Honesty, Respect, Empathy)

To apply, visit Hylant.com or use the direct link here: <https://bit.ly/31sZC2s>

A multi-year recipient of Best Places to Work in Insurance, Hylant is a full-service insurance brokerage with 14 offices in six states. And since the founding of our family-owned business over 80 years ago, we made a promise to strengthen and protect the businesses, employees and communities of our client family by embracing them as our own. We’re more than an insurance brokerage firm and you’re more than a client, employee or neighbor. You’re family. And that’s just the way we treat you.   
  
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