



Pierce Group Benefits is currently the largest provider of employee benefits consulting and administration in North Carolina's public sector. Our firm is a full-service employee benefits brokerage that builds comprehensive benefits packages for employers in North Carolina, South Carolina, and Virginia.

We are currently seeking a **Service Specialist** for our service center that thrives in a fast-paced environment with exceptional organizational, customer service and phone skills.

As a Service Specialist, you will assist client employees with enrollment and benefit questions.

Essential Duties Include:

- Answers telephone calls from client employees regarding employee benefits
- Responds to requests for information
- Assists client employees with benefits enrollment process
- Inputs data into client management system
- Following company procedures concerning all essential duties and responsibilities

Requirements:

- Exceptional computer skills including Excel, Outlook, MS Word
- Exceptional customer service skills
- Detail and accuracy oriented
- Able to work with limited supervision

Preferred Background:

- Post-secondary degree and one-year related experience and/or training; or equivalent combination of education and experience
- NC Life and Health License a plus but not required

If you are interested in this position, please send your resume along with a cover letter to jobs@piercergroupbenefits.com.