



SUNDANCE GROUP, INC.

On behalf of our client -- we're pleased to be recruiting for the following position:

~ **Temporary HR CUSTOMER SERVICE REPRESENTATIVES** ~

Locations: Bradenton, FL & Reno NV | **Reporting to** Director of Relationship Management

These are outstanding opportunities to work within one of the nation's largest providers of human resources outsourcing solutions for small businesses.

Our client is going through an annual project of Open Enrollment for their customer base. As part of this project we are looking for a temporary staff of Customer Service Representatives to support this project for approximately four (4) months.

As a Customer Service representative within a **Call Center** you will be supporting benefits related-questions, and questions on plan options, data entry of benefits selections, customer service.

This position requires

- high attention to detail
- strong data entry skills
- strong communication/phone skills
- outstanding customer service skills

Benefits experience is essential. Will work on phones on front end of project, then move to back office/support functions mid-project, and back on phones in last "phase" of project.

Duties and Responsibilities:

- ✓ Assist with the increase in call volume during the Annual Enrollment period.
- ✓ Help employees navigate through the website to select benefit options and/or login information.
- ✓ Educate employees via phone on plan options and rate information.
- ✓ Accurately data enter benefit choices into the database for employees based upon form selections.
- ✓ Perform other related duties and assignments as required.

Minimum Qualifications:

- Proven experience in a customer service role, taking multiple phone calls in a call center environment.
- Ability to navigate through different web tools and communicate instruction via the phone.
- Experience with Benefits a plus.

Knowledge, Skills, and Abilities:

- Basic Microsoft Office knowledge
- Strong verbal communication skills
- Detail Oriented

Please note the following:

- These particular positions are full-time and will be an employee of our client -- however it is a temporary position.
- There are multiple openings for this role at this time, and those hired will be required to start training mid-July.
- The position will be active for approx. four (4) months.
- The position will be a full-time schedule, with some overtime expectations.
- The call center operates from 7:00am ET through 7pm PT on weekdays.
- On weekends, the call center is open from 9:00am ET through 5pm PT.
- **All candidates** should be aware of this as flexibility is required and ability to work within these time frames is essential to being considered for this role.
- During August, Saturdays will be required of everyone hired.

Qualified candidates must currently have a legal right to work in the United States without restriction or sponsorship.
Please note that relocation assistance is not being offered for this position. This is a full-time opportunity.