



## POSITION DESCRIPTION

**Position Title:** Service Center Representative

**Date:** 8/2018

**Reports To:** Director of Service Center

**FLSA:** Non-Exempt

**Department:** Service Center

We are seeking an outgoing, highly motivated individual to join our company as part of our Service Center team. This individual will work in a team-oriented environment while acting as the point of contact for our clients' participant inquiries relating to employee benefits, including 401(k), Flexible Spending Account and COBRA Plans. The ideal candidate will be committed to providing superior customer service while being self-motivated to learn industry material to grow within Sentinel.

The **Expertise** we are Looking for:

- Participant facing customer service experience.
- A sincere interest in working within/ learning about the financial service industry.
- A passion for customer service.
- Team-Oriented attitude and ability to work well with others towards common goals.
- Experience in benefits administration, human resources, investment services, and/or other related fields is preferred.
- A Bachelor's degree is preferred.

The **Behaviors** that You Bring:

- **Integrity-** Your customer-centric attitude and commitment to doing what is right for our participants. You bring a positive and fun perspective to your daily interactions with the Sentinel team as well as with our participants.
- **Expertise-** You are a team player and continuous learner. You share your knowledge with your team and our participants and are always looking to further your own knowledge.
- **Empowerment-** Your ability to both provide and accept feedback and apply that feedback to better your work process. Be open to new learning opportunities and demonstrate a desire to grow within Sentinel.
- **Excellence-** You provide superior service to our clients via telephone and electronic inquiry tools, such as email and instant chat, through your excellent oral and written communication skills.
- **Innovation-** You learn quickly, have the ability to multitask, are comfortable working in multiple applications and are able to adapt to change.



#### The **Excellence** You Deliver:

- Respond to our clients via telephone and electronic inquiry tools for multiple lines of business.
- Use problem solving skills to assist participants with their requests. This will entail applying knowledge of the industry, our systems and processes, and all other available resources to provide complete and accurate solutions to our participants.
- Act as the face of Sentinel to our participants, knowing that each interaction you have is an opportunity to demonstrate our superior level of quality service.
- Serve as a liaison between participants and various internal departments by building relationships with multiple teams within Sentinel to provide excellent service.

#### **Our Company**

Sentinel Benefits & Financial Group proudly serves more than 3,500 clients throughout the U.S., and for 30 years, we've remained devoted to making a difference in the lives of our people, our clients and our community. With nearly 200 professionals tied to our mission to deliver great service—and a 9-year average associate tenure—we have become the thought leader we are today.

From our conveniently located headquarters on Lake Quannapowitt in Wakefield, MA, you will enjoy a collaborative work environment that encourages cross-departmental creativity and engagement. We're looking for dynamic individuals, self-starters and team players to join our team.

Recognized as one of the largest employee benefits firms in Massachusetts (Boston Business Journal), a top 100 retirement plan adviser (PLANADVISER Magazine), and the 2016 recipient of the Best-in-Retirement Business IMPACT Award™ by Charles Schwab, our in-house experts—and their commitment to excellence—define who we are.

#### **Our Culture**

Our people care about our organization. We are a company with a mission to be the best in our industry. Being part of this company means that you are part of something special. Sentinel Benefits & Financial Group offers paid vacation, 9 Holidays and 1 floating holiday, company sponsored medical and dental insurance, life insurance, AD&D, short and long-term disability, 401(k) Plan and free parking.

Sentinel Benefits & Financial Group is an Equal Opportunity Employer. Interested candidates should email a resume to: [hr@sentinelgroup.com](mailto:hr@sentinelgroup.com), SUBJECT LINE: Service Center Representative

For further information, please check us out at [www.sentinelgroup.com](http://www.sentinelgroup.com).