

Highmark Companies is looking for a highly organized, interpersonal **Customer Experience Specialist** to join their growing team.

If you enjoy building relationships and using your computer and communication skills to problem solve, then this role is for you!

What Highmark has to Offer You:

- Flexible Paid Time Off Policy- **Offered to employees to promote work/life balance**
- Advancement and Education Opportunities
- Health Insurance- **company pays 100% of employee-only premium on lowest cost plan**
- Dental Insurance
- Vision Insurance
- Paid Holidays
- Profit Sharing
- 401K
- Competitive Wages

Summary

This individual will ensure clients receive a highly positive first impression of the company by pursuing prospects in a timely and assertive manner. This role is essential to maintain a funnel of potential business.

Job Responsibilities:

- Answer all phone, email, direct mail postcards, home shows, and website inquiries within 24 hours of notification
- Qualify all prospects and send prospect to the appropriate company
- Manage Highmark inboxes
- Update and maintain the client database for the use of all departments with specific information to be utilized by the marketing department
- Greet clients as they arrive in the office
- Maintain conference rooms and oversee conference room calendars
- Send out company welcome/intro emails to leads and follow up after first appointment
- Follow up after the job is completed and obtain a Google review
- Assist with administrative needs for employee events

Qualifications:

- Highly proficient in customer service and building relationships
- Highly accurate data entry skills
- Highly proficient computer skills
- Highly proficient in problem solving and multi-tasking
- Exceptional interpersonal communication skills
- Exceptional verbal (phone calls and listening) and written communication skills
- Ability to work independently and/or as a team on assigned tasks