

# HIGHMARK



**Highmark Companies** is adding an experienced **Customer Experience Specialist** to our growing team. The Customer Experience Specialist ensures 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. If you enjoy building relationships, problem solving, multi-tasking, and have excellent communication skills, then this role may be for you!

Pay: \$50,000 annually.

## Responsibilities:

- Answer all phone, email, and website inquiries within 24 hours of notification
- Qualify all prospects and sending them to the appropriate company
- Update and maintain the client database for the use of all departments with specific information to be utilized by the marketing department
- Manage Highmark Email Inboxes
- Provide an excellent in person experience to our clients, team members, vendors, etc.
- Maintain conference rooms and oversee conference room calendars
- Send out company welcome/intro emails to leads
- Follow up after the job is completed and obtain a Google review
- Assist with administrative needs for lead generating events

## What Highmark Companies offers to you:

- Competitive Base Salary
- Health Insurance- Company pays 100% of employee premium
- Health Savings Account
- Dental
- Vision
- 401K + Company Matching
- Paid Holidays
- Responsible Paid Time Off Policy (flexibility to take time off to balance life outside of work)
- Profit Sharing
- Paid Employee Referral Program
- Great culture and team dynamic

**Highmark Companies** has been named as one of the Top 200 Workplaces in Minnesota by the Star Tribune in 2022 & 2023! Top Workplaces recognizes the most progressive companies in Minnesota based on employee opinions measuring engagement, organizational health, and satisfaction. The analysis included responses from over 79,000 employees at Minnesota public, private and nonprofit organizations. We couldn't have gotten this amazing honor without our employees. **Come see what it's like to be a part of a Top Workplace!**



## Qualifications:

- At least 2 years of experience in a customer service role
- 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
- Exemplify the 5 core values of Highmark: Wise, Intentional, Driven, Trustworthy & Humble