



Vive Benefits

[Vive Benefits](#) is a fast-growing start-up working to make healthcare more affordable. We build technology and financing solutions to optimize how our members use their health benefits such as High Deductible Health Plans and Health Savings Accounts. Our team is committed to modernizing access to healthcare and we need your genius to help make it happen.

Position Overview

We are looking for Customer Service Advocates, to provide outstanding customer support by building a strong relationship with existing and prospective members. In doing so you protect and build brand awareness and cultivate a concierge level benefit.

Responsibilities

- Act as the member's primary point of contact for all inquiries
- Direct customer communication via email, chat and telephone
- Develop and maintain strong customer relation while projecting professionalism
- Provide information about their benefit with Vive
- Handle inquiries in an accurate and timely manner
- Manage customer complaints with a calm demeanor and involve manager if necessary
- Communicate, coordinate, and support sales, engineering with customer-related projects/requests
- Account Management if requested
- Other assignments as necessary

Skills

- Bachelor's Degree preferred, or equivalent combination of education and experience
- At least 2 years of prior customer service experience required
- Zendesk experience a plus
- Strong written and verbal communication skills
- Customer driven with a positive, professional, and can-do attitude
- Strong organizational skills with the ability to multi-task with attention to detail and accuracy
- Strong analytical, decision making and problem-solving skills
- Basic math skills (addition, subtraction)
- Proficient in use of Word, Excel or Google sheets, etc.



Benefits:

- Health Insurance
- Dental Insurance
- Vision Insurance
- 401k
- Work at Home Stipend
- Disability Insurance
- Life insurance
- Paid time off
- Flexible Schedule
- Bonus Program

Work Location:

- Fully Remote