



**Job Title:** Benefits Coach (Entry-Level)

**Company:** Brian Patten & Associates (BPA)

**Location:** Virtual / Remote

## About Us

At BPA, we're all about helping companies make sense of employee benefits. We guide organizations through the sometimes confusing world of benefits, from health and life insurance to extra perks like accident coverage. Our Benefit Coach are the ones making it happen, making sure employees understand their options and feel confident about their choices. Whether it's explaining plans or helping with enrollment, we've got their back every step of the way.

## Job Overview

As a Benefits Coach, you'll join a fun, energetic team that helps employees navigate their benefits enrollment. This is a great entry-level role for recent grads or students looking to kick-start a career in the benefits world. You'll get plenty of training and hands-on experience in a fast-paced, customer-focused environment. You'll become a pro at guiding people through their options and making sure they feel confident about their benefits decisions.

## Key Responsibilities

- **Training & Development:**
  - Complete the onboarding program with weekly evaluations to develop skills in:
    - **Availability** – Managing multiple shifts and maintaining a strong virtual presence.
    - **Service** – Delivering exceptional customer support during the benefits enrollment process.
    - **Environment** – Navigating virtual tools and managing workflow seamlessly.
    - **Sales** – Understanding and communicating benefit options effectively.
  - Participate in ongoing case-specific training and weekly updates on industry trends and areas of improvement.
- **Daily Tasks:**
  - Conduct virtual benefits enrollment through various channels, including:
    - **Face-to-Face (Virtual)** meetings.
    - **Inbound/Outbound Call Center** support.
    - Managing **Calendar and Voicemail** appointments for follow-ups.
  - Collaborate with Enrollment Managers to achieve 100% enrollment or waiver of eligible employees.
  - Assist in communicating the goals of the enrollment process to ensure employees feel confident about their coverage and costs.
- **Customer Service:**
  - Ensure that every interaction leaves clients satisfied and well-informed.
  - Provide accurate and helpful information on each of the plans that are being offered to employees
- **Sales and Consulting:**
  - Act as a true consultant by identifying key benefit opportunities that meet the logical, situational, and emotional needs of employees.
- **Technology & Record-Keeping:**
  - Manage demographic data and input during the enrollment process, ensure proper platform completion protocols.



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## What You'll Gain

- Extensive **training** in the employee benefits industry.
- Hands-on experience in **customer service, sales, and communication** in a business setting.
- The opportunity to work in a **dynamic and collaborative environment**.
- A stepping-stone to a career in **benefits management, consulting, or human resources**.

## Requirements

- **Education:**
  - High School Diploma or GED required. Bachelor's Degree preferred.
- **Skills/Qualifications:**
  - Strong communication skills, both verbal and written.
  - Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
  - Ability to thrive in a **fast-paced, team-oriented environment**.
  - Detail-oriented and committed to delivering high-quality service.
  - Willingness to obtain a Life, Accident, and Health License if not already licensed.

## Ready to make a difference?

Join us at Brian Patten & Associates and help people understand and navigate their employee benefits. Apply today!

### Contact:

Please forward all inquires and resumes to [Careers@bpaenroll.com](mailto:Careers@bpaenroll.com).