

LifeSpeak Inc.



Client Service Advisor- Bi-Lingual (French & English)

Status: Full Time

Reports to: Director, Client Operations

Start Date: 11/11/2024 (or as soon as possible)

Location: Remote

Unique Requirements: Bi-lingual (French & English)

LifeSpeak Company Overview:

At LifeSpeak Inc., we believe that wellbeing can't wait. LifeSpeak Inc. is the leading provider of mental, physical, and family wellbeing solutions for employers, health plans, and other organizations. With a suite of digital solutions, LifeSpeak enables organizations to deliver best-in-class content and human expertise at scale, catering to employees throughout their wellbeing journeys. The LifeSpeak Inc. portfolio of solutions spans every pillar of wellbeing, including LifeSpeak Mental Health & Resilience, Wellbeats Wellness, Torchlight Parenting & Caregiving, ALAViDA Substance Use, and LIFT session Fitness. Collectively, LifeSpeak Inc. has more than 30 years of experience working with Fortune 500 companies, government agencies, insurance providers, unions, and other organizations across the globe. Insights from LifeSpeak Inc.'s digital and data-driven solutions empower organizations and individuals to take impactful action to address gaps in wellbeing, ultimately enhancing workplace performance outcomes.

Passion – Operate with a sense of urgency, enthusiasm, initiative, and commitment

Authenticity – Deliver genuine experiences that foster meaningful connections

Integrity – Commit and execute with honesty, credibility, and reliability

Innovation – Continue to lead in the wellbeing industry in ways to engage more people

Collaboration – Work together as a TEAM to meet our clients' and business' objectives

Responsibilities

- Respond to client and member inquiries via phone, email, and chat
- Become a LifeSpeak product expert and stay on top of all new features and initiatives.
- Provide thorough and accurate product support to members and clients.
- Escalate complex inquiries or requests to subject matter experts.
- Respond to inbound client and member inquiries spanning a wide variety of items, including password resets, contact changes, resources, "how-to" guidance, etc.
- Multitask through multiple software applications.
- Provide basic technical troubleshooting
- Host member webinars.
- Collaborate with client and partner management teams
- Any other projects or tasks assigned
- Working hours 8-5p Central Time

Requirements:

- Bi-lingual – French/English
- Bachelor's degree in Exercise Science, Exercise Physiology or Kinesiology and/or Fitness and Nutrition Certification

- Ability to work from home with a strong internet connection, a quiet and private workspace
- Microsoft product suite experience (Word, Excel, outlook, CRM)
- 1 year customer service experience

Qualifications

- You are a self-starter ready to contribute your skills and take action.
- You appreciate collaboration and working closely with your team to solve problems.
- You are willing to learn and embrace the guidelines behind LifeSpeaks' service and values.
- You have strong people skills- you are approachable, a good listener, and empathetic.
- You are detail oriented and skilled in multitasking.

Additional Qualifications:

- Must have excellent written and verbal communication skills
- Demonstrated critical thinking and problem-solving skills
- Must have excellent computer skills able to multi-task navigating multiple computer applications at one time, CRM experience a plus.

At LifeSpeak, our goal is to be a diverse and inclusive workplace that is representative, at all job levels, of the clients we serve. We're proud to be an inclusive company and an Equal Opportunity Employer and we prohibit discrimination and harassment of any kind. We believe that diversity and inclusion among our teammates is critical to our success as a company, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool. If you're thinking about joining our team, we expect that you would agree!

If you need assistance or accommodation due to a disability, please email us at hr@lifespeak.com and we'll be happy to assist you.