



New Business Processor / Customer Service Representative

The Bulfinch Group, East Providence, RI

About The Bulfinch Group:

The mission of The Bulfinch Group is to serve our clients with respect, passion and integrity. We encourage a collaborative environment that strives to enhance existing relationships; discover and build new ones; and to help everyone we meet to live their best life possible. We deliver nothing short of excellence.

Our philosophy – be professional, give back and have fun – is the cornerstone of The Bulfinch Experience. Our commitment to our community is strong and is a vital part of our culture. We promise to be the “Best at Getting Better.”

We Make a Difference.

The Bulfinch Group is headquartered in Needham, MA, has been in business for 25 years, with over 100 associates. Office locations include: Andover, Auburndale, Rockland and Pittsfield, MA; Portsmouth, NH and East Providence, RI. The New Business Processor / Customer Service Representative will be working in our pleasant and professional RI office, along with one co-worker and a department manager.

Primary Responsibilities of the New Business Processor include:

- Providing excellent customer service to brokers throughout the day;
- Coordinating requirements of the underwriting process by interacting with brokers, outside medical vendors and underwriters;
- Submitting applications (paper and electronic) for life and disability products in a timely manner;
- Facilitating billing for both paid and initial policies.

Qualifications:

- Four-year Bachelor’s degree
- Two or more years of customer service and administrative experience
- Strong computer skills, with proficiency in the Microsoft Office Suite
- Demonstrated ability to multitask effectively
- Strong written and verbal communication skills
- Excellent analytical and problem-solving skills
- Ability to work well under pressure with multiple priorities and deadlines
- US citizen or permanent resident

Hours:

This is a full-time position, Monday through Friday. Candidates should be flexible to work 7.5 hours between 8:00 AM – 5:00 PM.

Salary:

Competitive full-time base salary. Employee benefits are available.



For more information, please call Fawn at fawnsherman@bulfinchgroup.com or 781-292-3233, or visit our website: www.bulfinchgroup.com.

Job Type: Full-time