**Client Care Representative**

**Job Description**

The Retirement Plan Company (TRPC), LLC provides recordkeeping and administration services for retirement plan sponsors, and support services for investment advisors and third-party administrators. TRPC is headquartered in Nashville, TN with regional offices in Dayton, Ohio; Greenville, South Carolina; and Portland, Oregon. We maintain a national presence through an extensive network of financial advisor and TPA partners. TRPC has several openings in our Client Care department!

In this position, you:

* Interact with and assist plan participants, plan sponsors, financial advisors and administrators through inbound and outbound calls
* Utilize email and live chat sessions to interact with clients
* Provide technical support and troubleshoot client actions on our website including file uploads and year-end compliance questionnaires

**Job Requirements**

Client Care Representative Qualifications:

* Bilingual: English/Spanish
* Ability to work from home
* Reliable internet connection
* Professional voice tone and demeanor
* Comfortable working with a ‘virtual team’
* Bachelor’s degree from an accredited university or equivalent experience
* Reliable record of attendance
* Comfort working primarily with technology (phone, computer) instead of direct personal interaction
* Exceptional organizational skills, strong attention to detail and a high degree of accuracy. In addition the candidate must exhibit strong written and oral communication skills, as interaction with clients, the team, and other areas of the organization is critical to success.
* Proficiency with all Microsoft Office programs, web browsers, and instant messaging.
* Strong telephone and interpersonal contact skills required.
* Effective note-taking skills and the ability to quickly learn new applications and processes.
* Ability to work independently under minimal to no supervision in a fast-paced, demanding environment. Must be a self-starter being able to work under tight deadlines.

Desired Skills:

* Prior experience in a call center or high-volume customer service environment
* Experience/Preference working for a growing company
* Experience in any of these areas: Retail Banking; Pension/Retirement Plan Administration; Receptionist/Secretary/Administrative Assistant; Tech Support
* Someone looking for stable, professional employment in a supportive atmosphere

Qualified applicant must be: outgoing, problem solver, good decision maker, detailed, organized, good at multi-tasking and results oriented. Must be open to new learning and be a team player.

**Physical requirements**

Low physical effort required to sit, stand, bend, stoop, lift, and walk. Maximum unassisted lift=35 lbs. Average lift less than 10 lbs. Requires ability to use a keyboard and monitor. Also requires the ability to communicate well both via chat/email and on the telephone.

**Environmental Requirements**

This position works from the individual’s home.

**How to Apply**

Send resume to:

Email: [dcade@bwebenefits.com](mailto:dcade@bwebenefits.com)

Mail: The Retirement Plan Company

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Suite 295

Dayton, Ohio 45459

Fax: 937-853-5946