



Business Support Specialist

We are seeking a candidate looking for an amazing opportunity to contribute to the success of our insurance company as a Business Support Specialist. We are looking for someone who is motivated and driven to make things happen. The successful candidate will support the Sales and Operations teams by assisting with day-to-day operations. Come join us if you want to use your talents to insure Florida's future!

Basic Responsibilities:

- Answers phone calls/retrieves voice messages, addresses issues directly or forwards calls/messages to appropriate parties.
- Retrieves mail from post office. Provides mail support including receiving, sorting, and opening daily incoming mail, packages from UPS/FedEx or other express services according to established guidelines and procedures. Receives and routes any incoming mail received at the reception area in a timely manner.
- Creates work orders or tickets to facilitate Human Resource, IT or other administrative setup. Produces and utilizes checklists for administrative efficiency.
- Monitors shared email boxes, routes appropriately or takes necessary action
- Utilizes Excel, Word and other tools to create and maintain documents, spreadsheets, and presentations.
- Monitors inventory of break room supplies, paper and toner supplies, places orders, and ensures receipts and proper storage. Assists with the operation of the break room.
- Provides other administrative duties as assigned by management team.
- Maintains confidentiality and handles sensitive information with discretion.

Advanced Responsibilities

- Review various documents, such as contracts, to ensure compliance. Maintains contract database and monitors contract due dates and expirations to assist contract managers in proactively addressing deadlines and compliance-related actions.
- Prepare letters, responses to inquiries, and other correspondence as necessary.
- Proficiently handle data entry, manipulation, and analysis using Excel, including pivot tables and formulas.
- Assist in the creation and maintenance of databases to organize and manage company information efficiently.
- Perform research, special projects, and other duties as required.
- Ensure accuracy and integrity of data by conducting regular quality checks and validations.

Requirements:

- Excellent communication and customer service skills.
- Basic knowledge of MS Office, including Excel, Word, and Outlook.
- Ability to work within and meet deadlines. Strong organizational skills and attention to detail.
- 2 years of experience working as an administrative assistant or similar customer service role

Compensation:

- Competitive hourly rate dependent upon qualifications
- Health insurance, dental, vision and FSA plans
- Paid time off and holidays
- Hybrid work environment
- Dynamic, creative and values-driven culture
- Modern and open office spaces