

TITLE: Administrative Support Specialist

REPORTS TO: TPA Team Manager

HOURS: Full-time with the ability to work flexible hours (hourly position)

Position Overview

This position will report to the TPA Team Manager and is primarily responsible for providing administrative support to the Quest CE Operations Team, working closely with all areas, including customer service, materials preparation, and administrative support services. The ideal candidate will have three (3) years of experience in an office environment, be detail oriented, organized, energetic, and be able to organize, prioritize and manage multiple projects. A solid, working knowledge of Microsoft Office applications, including Word, Excel, PowerPoint and Outlook is required. Excellent interpersonal and communication skills, both written and verbal will be necessary. This is the perfect position for a recent college graduate looking for their first “real” job working for a team-oriented company!

Company Overview

Quest CE is located in the Research Park area of Wauwatosa, so we have the benefits of the city environment without the parking problems associated with a downtown firm. Parking is free as are the snacks, coffee and soda available to our team every day. We enjoy a casual work environment, while working with top technology systems. The collaborative team environment and our focus on work-life balance for our team members are some of the reasons we are on the Best and Brightest Companies in Milwaukee list for five straight years and have made the INC 5000 List of Fastest Growing Privately-held Companies in America for 7 consecutive years!

Seeking Candidates Who

- Are self-motivated, detail-oriented, organized, and able to prioritize and manage multiple projects and responsibilities
- Have experience working in a fast paced team environment
- Possess excellent interpersonal and communication skills, both written and verbal, and the ability to effectively communicate with clients (internal and external) and train other team members
- Are able to quickly learn new computer programs and apply a high-level of problem-solving skills

Compensation and Benefits

- Competitive starting salary of \$36k
- Full suite of benefits including health/dental/vision insurance, paid holidays, paid birthday holiday, and a generous PTO benefit, company-matched 401(k) plan, team focused events including Brewer outings and monthly themed “food days”, a share in the company’s profits, use of the corporate Milwaukee Zoo membership, paid time off to volunteer, and more.

Required Skills

- Minimum three years of administrative and operational customer support, preferably in the insurance or financial services field.
- Above average working knowledge of Microsoft Office Suite and Internet Explorer
- Attention to detail, the ability to produce quality work, and work independently are required
- Familiarity with the Internet and the ability to perform a variety of research functions using the Web
- Experience in working with confidential information
- Above average skill in the composition of customer service response correspondence using Word and Outlook with an understanding of proper grammar, punctuation, and language usage
- Ability to prioritize and manage multiple projects and responsibilities
- Ability to work flexible hours as needed
- Outstanding customer service skills – friendly, courteous and helpful
- Ability to communicate effectively and professionally with a variety of people, both written and verbal

Qualified and interested candidates are encouraged to send a resume to jobs@questce.com
Attention: Adam Krenke, EVP of Operations. Please visit our corporate website for more information on Quest CE.

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