

CLIENT MANAGER

Responsibilities and Description:

The Client Manager is responsible for the day-to-day client management and the successful execution of the client service relationship. The Client Manager must be action oriented, client service focused, collaborative, self-aware and committed to self-development. Client Managers are expected to communicate effectively, optimize work processes, and make high quality decisions to ensure a strong working relationship with the client, internal team members, and strategic partners.

Key responsibilities include:

- Completed Renewal & Implementation Project Management
 - o Facilitate client implementation timelines and execution following renewal decisions
 - o Gather renewal documents and maintain client policy information
 - o Present, coordinate and review open enrollment materials
- Relationship & Service Management
 - o Collaborate with service team to ensure client satisfaction
 - o Provide guidance, problem solving and day to day service management to ensure a successful client experience
 - o Manage escalated service (billing, claims, etc.)
- Collaboration on Client Specific Projects

Requirements:

- Minimum 3 years relevant industry experience
- Life and health license or willingness to pursue
- Proven experience in fast pace environments
- Exceptional verbal and written communication skills
- Adaptability and strong problem solving skills
- Ability to manage complex accounts and group structures
- Ability to build rapport and collaborate with other within the company and externally
- Understanding of client behaviors and industry trends