

Account Manager

WHO WE ARE: Benefits consultants passionate about exceeding client expectations and delivering service excellence. Our unique philosophy has allowed us to become one of the premier employee benefits agencies in Southern California. We are looking for more SuperStars to help us manage our explosive growth.

DESCRIPTION: An incredible opportunity for a relationship based Account Manager with excellent relationship and communication skills. If you can manage a significant book of both large and small accounts, we would like to meet you. The ideal candidate will have a very strong background in employee benefits and the ability to develop an excellent rapport with clients and vendors. The Account Manager role is critical to our future success and requires the delivery of exceptional customer service to exceed client expectations. Please contact us if you are self motivated, conscientious and interested in joining a lean & mighty team!

ESSENTIAL RESPONSIBILITIES

- Maintains, develops and grows client relationships, always delivering service excellence
- Interacts with client at both HR Manager level as well as C-level executives
- Understands overall renewal objectives and requirements
- Develops mutually beneficial relationships with insurance carriers and administrators to generate the best possible results for clients (competitive benefits, quick problem resolution, etc.)
- Keeps abreast of industry changes and communicates changes to clients when necessary
- Identifies short and long term strategies to meet the client's goals
- Reviews employee benefits renewals for accuracy, communicates plan changes and financial impact to the client
- Oversees preparation of marketing specifications and progress with insurance carriers
- Delivers final proposals and recommendations to the client
- Manages new carrier and plan implementations
- Reviews policies and contracts for accuracy
- Assists clients with service needs and resolves routine issues, such as claims and billing resolution, provider inquiries, provider referral issues and other administrative issues
- Prepares and coordinates employee benefits communications and facilitates open enrollment meetings

EXPERIENCE / SKILLS

- Minimum 3 to 5 years of experience with employee benefits in a brokerage or carrier environment
- Comprehensive understanding of underwriting procedures and requirements
- Strong knowledge of employee health insurance carriers, their strengths and weaknesses, plan design features as well as the general factors which affect cost and plan design
- Excellent communication skills with the ability to provide clear, concise and accurate information in a written and verbal format
- Strong work ethic to consistently exceed expectations and over-deliver on promises
- Knowledge of federal and state legislation and legal issues related to the insurance industry (i.e. Healthcare Reform, COBRA, HIPAA, etc.)
- Confident ability to facilitate open enrollment presentations
- Proficiency with Microsoft Word, Excel and PowerPoint is required (Mac knowledge a plus)
- Must have and maintain a valid, unrestricted State of California Accident & Health license

Salary range: \$60k +