

Employee Benefits Account Manager

\$75,000-\$95,000 annual salary plus bonus

Would you like to have a positive impact on thousands of lives?

Employee Benefits International Arizona is looking for an **Employee Benefits Account Manager** who will facilitate the coordinated efforts to successfully implement client enrollment and renewals. Client profiles span a diverse set of industries and will range in size from 300 to 2,000 employee lives covered on benefits.

Joining Our Team:

Employee Benefits International is an insurance brokerage and consulting firm where employees enjoy working in an environment that strikes the perfect balance between working autonomously but also within a friendly and collaborative environment.

We are boutique in size, which means every team member has the opportunity to make an indelible impact on the company.

We have structured 30-day check-ins with each team member to provide accolades for achievements and an opportunity for feedback from you on where you may need more training.

In addition to monthly team lunches, we also have quarterly team outings that range from quirky (bowling, escape rooms) to community outreach and giving-back campaigns.

Rock stars see quick and meaningful advancement and we willingly invest with career development of our employees.

PRIMARY FUNCTIONS

- Oversee client census process ensuring all necessary information is obtained, scrub and analyze enrollment data for submission
- Creates renewal/proposal analysis (Spread) using proposals obtained from carriers and vendors.
- progress, field questions, and review carrier quotes for accuracy to RFP specifications
- Co-facilitate enrollment process with Account Executive/Managers as needed
- Maintain client records in agency database and file systems
- Request and monitor delivery of renewals from carriers
- Responsible for electronic file set-up for new accounts and ongoing maintenance of file system

- Support Account Executives/Managers with implementation of new lines of coverage and carrier changes to ensure smooth launches and transitions
- Assist with preparation of communication and proof reading of materials for both internal and external purposes such as benefit guides, client presentations, and marketing analysis reports ASSISTS or DOES? Work flow suggests DOES.
- Manage file feed set up with 3rd party vendors and carrier partners
- Provide back-up support for online benefits administration platform
- Attend client functions and key meetings as necessary
- Prepares benchmarking report for existing clients
- Communicate with Carriers and Vendors pre-post sale/renewal.
- Create and send weekly newsletters to clients
- Handle escalated service and compliance issues with clients and carriers
- Provide customer service for client human resource personnel and employees by answering benefit, billing and service questions and working to effectively resolve issues
-

Qualities to Ensure Your Success as a Senior Employee Benefits Account Manager at EBI:

- **Experienced**- Proven track record of successfully managing large employer benefit programs and long-term loyal client following. Must be well versed in self-funded plans.
- **Analytical** - Ability to analyze various sources of data and meticulously maintain CRM and client dashboard. Analytical and intuitive with the ability to combine and balance both appropriately. Proven deductive reasoning skill set with the ability to identify, interpret and solve complicated problems
- **Proactive and Independent Mindset** - Able to plan, prioritize, schedule, and track multiple clients. Oversee post-enrollment activities, acting as a liaison between carriers and client to coordinate the transfer of data and plan selections. Excels in project and coordination management in a fast-paced environment.
- **Service Orientation** - Promoting excellent customer service with each client through their annual product selection, renewal, and implementation processes. Willing to be a customer advocate and educate customers for long-term success.
- **Communication Skills** -Exceptional written, verbal, and interpersonal communication skills with the ability to connect with clients and understand and anticipate their needs.
- In tune with diverse group of people and with exceptional communication skills and ability to present to large groups and C level executives.

In order to be considered for this position, we require the following for all applicants:

- **Current Arizona Life, Accident, and health licenses required** - maintenance of licenses and CE required.
- **Complete a 3-5 min survey with Culture Index (copy the link below to your browser):** <https://portal.cultureindex.com/public/survey/general/I2J9blobcF/64770>

Why You Should Apply:

- Exceptional team and mission-driven environment
- Privately owned company, allows autonomy and provides the ability to put the clients interest first
- Direct impact on company initiatives
- Competitive Compensation with Medical, Dental, Vision, 401K, PTO
- 22 paid days off per year, including your birthday and work anniversary
- **\$75,000-\$95,000 annual salary plus bonus**