

Lawley

INSURANCE | EMPLOYEE BENEFITS

Employee Benefits Manager of Key Accounts

Position Focus:

- Oversee and support the Key Account service Team which include; workflow, assignment distribution, motivating, coaching, mentoring, and supporting associates in all resources to include coverage, carrier, system, compliance, employee engagement, performance and other topics all while ensuring positive client outcomes, including the building and maintaining of successful client relationships
- Manage the overall client relationship for our Key accounts (**51-250+** employees), including responsibility as the primary contact between clients and carriers.
- Retain clients through exemplary customer service which includes managing communication in all aspects and working closely with clients, carriers, Benefit consultants and agency personnel
- Identify and develop strategic solutions with the client utilizing our recommended process and strategic calendars and ensure service calendars are prepared and managed proactively
- Optimize working relationships with clients, carriers, benefit consultants and agency personnel
- Maintain client retention goal of 95% or greater
- Support all Lawley initiatives as requested, guided by company mission, vision, values, sales culture, business needs and scorecard

Successful candidates possess:

- Minimum of 6 years of experience in a similar or related role
- Seeking demonstrated management, time management and exemplary customer service experiences
- Ability to think strategically while assuming accountability and responsibility for accounts and service
- Bachelor's degree or higher preferred
- Ability to achieve Life Accident & Health License within 6 months of hire and someone who is open to continuing education, including insurance designations
- Computers skills are a must!
- Ability to work well independently and on a team
- Incredible attention to detail and organizational skills
- Positive attitude, even in a fast paced environment
- A passion to make customers and coworkers feel important and valued
- Capability to work quickly and efficiently
- Methodical, yet swift decision making skills
- Precise verbal and written communication skills, even under time constraints

What's in it for you? *The Lawley Advantage!*

- Fulfilling career securing your clients' well being
- Competitive salary, referral bonuses **AND** annual bonus eligibility
- Great Benefits (Medical, Dental, Vision-- the works!)
- Educational and growth opportunities
- Generous PTO and 401K upon hire
- Comfortable, family oriented culture (Lawley is not a call center environment)
- Office hours 8-4:30
- Work hard, play hard!!!



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