

Client Account Manager

<i>Report To</i>	VP of Client Service
Key Responsibility	Serve as the primary WellNet representative to the senior decision makers (e.g. HR/Benefits Managers, COO, CFO) for a roster of clients.
Key Activities	<ul style="list-style-type: none"> • Proactively manage WellNet’s relationship with its clients focusing on benefit plan design, campaign implementation and management, issue resolution, cross selling, and ultimately ensuring client satisfaction in order to grow and retain the business • Serve as the primary channel for Broker interaction with WellNet, partnering with them on servicing our mutual client base. • Drive the awareness, training, and adoption of WellNet 4.0 system across clients and members. • Identify, implement, manage, measure, and modify cost saving/behavior change campaigns for client. • Monitor and manage client satisfaction through quarterly and annual reviews, renewal management, client retention. • Provide onsite services to clients to facilitate technology training and user registration, member engagement, health fairs, health risk assessments, benefits fairs, and enrollment meetings. • Coordinate with the Implementation team to ensure all ERISA plan documents (e.g. SPD) and WellNet contracts (e.g. BAA) are accurate, fully executed, and correctly filed with necessary parties. • Partner with WellNet’s RN Health Coaches to ensure requests for wellness services are received and responded to in a timely manner. • Assist in the development of marketing materials and client communication pieces
Qualifications	<ul style="list-style-type: none"> • 2 years industry related experience servicing executive level company management • Has a strong sense of professionalism and personal accountability • Exhibits strong problem solving skills and ability to work autonomously • Ability to organize and prioritize workload and continually meet time sensitive deadlines • Ability to do research and build business cases • Working knowledge of Microsoft Outlook, Word, Excel, PowerPoint, Adobe and other systems related to operations and administration, like CRM • Strong work ethic and attention to detail
Qualified Candidates	<ul style="list-style-type: none"> • Submit your resume to resume@wellnet.com