

Account Manager

Are you ready to start fresh by managing client relationships for an innovative company that's truly helping Americans cut healthcare costs and confusion? Are you passionate about ensuring clients are ecstatic with their experience? Do you have at least 5 years of proven success overseeing client relationships and processes in the employee benefits world (strong advantage if you already have account management experience at a brokerage or carrier)? Would co-workers describe you as someone who makes good decisions and "just handles it?" Are you excited to develop and grow your skills? Are you a scrappy, curious, customer-loving, fast-paced, fun, self-starter?

If you said yes to those questions, you might be the perfect freshbenies Account Manager.

This opportunity provides day-to-day service and support and is the primary point of contact for Broker and Employer clients. The focus is to ensure client satisfaction with the freshbenies product and service level, while driving growth.

In this job, you'll direct and control the client renewal process on a timely basis, answer questions, and resolve issues. You'll train Brokers, Employers and Employees, as well as assist in onboarding new clients for success. In addition, this position helps streamline business operations to remove obstacles that get in the way of making our clients' lives easier. You'll develop a solid understanding of the freshbenies benefits and processes to assist our current and future clients at the highest level of service. You'll work hand-in-hand with a focused and supportive freshbenies team.

The freshbenies culture is transparent, fun, casual and innovative. But make no mistake, we are a professional and hard-working team - the bar is set very high, and the pace is fast.

If you're a self-starter who...

- is passionate about consistently ensuring a best-in-class client experience
- has excellent written and verbal communication
- is tech savvy and comfortable communicating remotely via Zoom, chat, phone and email
- manages projects and processes flawlessly – always scrutinizing for improvement
- sees around corners to address issues quickly
- works well under pressure and assimilates large quantities of information quickly without sacrificing quality and detail - while meeting multiple deadlines
- has outstanding time management, organizational and follow-through skills
- is a proven remote worker. Able to work independently while also contributing to team environment
- is willing to be part of a small team, which sometimes means stepping up to help on a variety of responsibilities, when needed

...then you might be the person we're looking for!

Start a "fresh" new chapter in your career. Email your resume and your LinkedIn profile link to careers@freshbenies.com for next steps!