

## **Who we are:**

Henriott Group, Inc. is committed to our mission to “providing our clients customized, innovative and cost-effective products and services to reduce risk”. We do this through open conversations with our clients to understand what is working, what needs adjusted and what is missing. Then, and only then, are we able to offer a solution to improve the position of those who wish to work with us. Our solutions range from, but are not limited to, insurance products, human resource services, health and wellness and risk management.

## **Objectives:**

We are seeking exceptional individuals who possess employee benefits product knowledge and technical expertise. As an Account Manager, you will be part of a team that provides group benefit advice to Henriott clients. This position works closely with Account Executives and is a key member of the ongoing client care team. The Account manager will be responsible for servicing and marketing the needs of Henriott clients. Collaboration and support of colleagues is expected throughout the agency, as is building and growing relationships, both internal and external.

## **Broad responsibilities in this role include, but are not limited to:**

- Services designated book of health & welfare business as relating to client service, marketing, vendor management, project management, claims and administration.
- Effectively manage service/project plan timeline for each client as developed by the account executive.
- Support account executive in the scheduling and preparation of client meetings
- Request and manage receipt of all renewals from carriers.
- Draft “Line of Coverage and Revenue Summary” for account executives.
- Manage carrier/vendor responses to questions during bid solicitation.
- Ensure all necessary contracts/documents are executed in a timely fashion.
- Review SPD, certificates, policies, and contracts for accuracy.
- Initiate and manage all administration activity related to implementing a new carrier (i.e., contract reviews, implementation meetings/calls, carrier introductions, etc.)
- Preparation of RFPs, annual compliance calendar for clients, routine claim summary/aggregate reports, initial claim projections (when appropriate) and employee communication material (enrollment guides, annual enrollment meeting presentations, CEO letters, etc)

- Ensure internal compliance issues are addressed, including (but not limited to): compensation disclosure; service agreements; broker of record letters; business associate agreements.

#### **Requirements:**

- Experience in marketing and servicing the employee benefit programs
- Excellent communication and administrative skills
- Strong attention to detail, organization, multi-tasking, assigning priority and time management abilities
- Appropriate industry experience, or experience in similar field, 3+ years
- Strong desire to increase knowledge and expertise
- Problem solve and strategize
- High degree of professionalism and integrity
- Work with all levels and disciplines within a client's organization.
- Partner with others to deliver project objectives
- Travel as needed
- Attend company, department and team meetings as required, including industry training sessions
- Maintain active State of Indiana Life & Health license
- Strong PC skills, including Excel, PowerPoint, Word, and MS Outlook

#### **Physical Effort and Work Environment:**

The Account Manager position performs majority of duties in a standard office environment, involving sitting/walking at will, standing/walking at will, sitting for longer periods, pushing/pulling objects, lifting/carrying objects weighing up to 20 pounds, bending, reaching, crouching/kneeling. keyboarding, close vision, far vision, depth perception, hearing sounds/communication, speaking clearly, and handling/grasping objects.

The Account Manager occasionally works extended hours and/or evenings and may travels out of town by car. A valid driver's license and personal auto insurance must be maintained.

#### **If successful, you will...**

Work with and become a part of a talented, collaborative team who make it their mission to bring *"certainty in an uncertain world"*.

