

ACCOUNT MANAGER – TIER 2 JOB DESCRIPTION

Job Title: Account Manager – Tier 2
Department: Client Relations
Reports To: Manager/Director of Account Management
FLSA Status: Exempt

SUMMARY

This position reports to the Manager/Director of Account Management of CHC Wellbeing, Inc. (“CHC”). For over 18 years, CHC Wellbeing has worked with companies across the country to create a workplace community that makes employee wellbeing a top priority. We provide a high-touch, onsite and telephonic experience that provides clinically-based interventions that improve member health. Combined with our suite of digital and mobile tools, we go beyond just physical health and provide personalized digital health journeys where the member is in the driver’s seat. Companies that partner with us achieve lower healthcare costs, increased productivity and employees that bring their best selves to work.

The core responsibilities of the Tier 2 – Account Manager is to focus on client implementation specific to medium to large clients with varied levels of complexity. Focus is on upsell opportunities and increased participation strategy. Responsibilities include flawless execution of event scheduling and logistics. Tier 2 – Account Manager is responsible for having a comprehensive knowledge of our CHC Wellbeing products and offerings to assist clients with the execution of their health evaluation events. Where applicable the Tier 2 – Account Manager will work in collaboration with a Senior Account Manager when multiple resources are needed to support large clients and Sales Support to support new client implementation. Tier 2 – Account Manager demonstrates a solid understanding around success of the program and identifying potential risk, as well as data analytics to support upsell recommendations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Important responsibilities include, but are not limited to:

Event Scheduling

- Manages client outreach and event scheduling medium to large clients
- Creates and supports client incentive and rewards programs
- Supports the assigned Senior Account Manager with implementation of larger clients when needed
- Analyzes client data to support upsell recommendations
- Minimum of quarterly outreach to clients
- Overall knowledge of client, client expectations and goals to effectively present information, respond and follow up on questions and inquiries from clients

- Manages correspondence with clients and acknowledges receipt within 24 hours
- Manages new requests to ensure high-quality execution
- Trouble shoots and resolves client issues

Implementation and Service Delivery

- Outreach to clients offering health evaluations to schedule events
- Work with the client to understand facility logistics, shift times, type of work environment, etc., and design a location specific plan to maximize participant engagement
- Recommends and creates rewards programs to assist in meeting clients' wellness goals
- Provides program recommendations to support retention and participation growth
- Discuss eligibility specifications and initiates file transfers where applicable
- Ensures the accuracy of all client information
- Provide health evaluation event communications
- Monitor event registration and modify arrangements considering the location's needs, assessing phlebotomy team resources, appointment availability, etc.
- Work with internal teams to provide data and reports as it relates to incentive delivery and program completion.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

- Proven ability to manage multiple projects at one time while paying strict attention to detail
- Ability to work in a team based, collaborative environment
- Knowledge of Incentive Design and Rewards Platform Recommendations
- Knowledge of HIPAA
- Excellent organizational skills
- Excellent verbal and written communication skills

EDUCATION AND EXPERIENCE:

- 2+ years experience in account management or other relevant experience
- Experience in the wellness field/industry is preferred
- Minimum of a BA/BS degree or equivalent work experience

LANGUAGE SKILLS: N/A

MATHEMATICAL SKILLS: Basic skills.

COMPUTER SKILLS: Excellent computer skills with proficiency in work and Excel.

REASONING ABILITY: Must possess sound judgment, and business acumen skills.

CERTIFICATES, LICENSES, REGISTRATIONS: N/A

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires the individual to be in the office located in Chicago, Illinois a minimum of three days per week and available to support onsite client meetings. Minimal travel may be required.

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- I acknowledge that I am able and capable of successfully performing all functions of the job requirements specified above.
- I acknowledge that I am not currently able to perform all of the job requirements listed above but am willing to be trained to meet the job requirements within 3 months of signing this document.

Areas I need additional training to be able to perform job requirements above (please list):

Name _____

Signature _____

Date: _____