



Vive Benefits

[Vive Benefits](#) is a fast-growing start-up working to make paying for healthcare easier. We've created financing solutions to optimize how our members use their health benefits such as High Deductible Health Plans and Health Savings Accounts. Our team is committed to modernizing access to healthcare, and we need your genius to help make it happen.

Position Overview

The Account Manager position is responsible for proactively managing client service, renewal activities, retention and growth of membership, and administration of products for our clients. Account Managers serve as primary day-to-day contact for our clients.

Principal Duties and Responsibilities

- Account Onboarding responsibilities for new clients (employer groups) implementing Vive products and services; conduct kick-off meetings, education and communications planning supporting the overall success of implementation during Benefits Open Enrollment, Account Onboarding, and Integration Services; Serve as project manager
- Responsible for the day-to-day management of Client (Employer) Services as related to their Vive benefits accounts for their employees; develop solid partnerships with clients' HR managers, Payroll Managers and other support staff; manage service issues internally and with integration/service partners, research problems, present and implement effective, timely solutions
- Lead preparation of Quarterly Business Review and Renewal Processes obtaining necessary census and historical data for bid process; prepare analytics summary and insights dashboard for presentation to client; develop knowledge of carriers and products offered; prepare client proposals for approval; proof all proposals for accuracy; attend client meetings and presentations
- Manage implementation of new products and services and ensure smooth launch/transition; complete all new/renewal business paperwork and internal documentation; responsible for member retention and driving new membership enrollment during renewal enrollment periods
- Prepare employee communications materials such as brochures, flyers, and digital marketing
- Conduct group education and enrollment meetings at client sites or via webinar as required
- Proof and deliver contracts for accuracy; report inaccuracies; notify clients of legislative and regulatory changes and assist the client in understanding how the issues apply to them



- Responsible for electronic file set-up and maintenance, along with ongoing filing and documentation of client meetings/issues/decisions
- Plan, prioritize and complete day-to-day workload taking into account new business, renewal business, and daily service responsibilities for the accounts assigned promptly, ensuring internal/external deadlines are met
- Conduct all business following established policies and procedures
- Attend onsite and offsite client meetings as necessary
- Other duties as assigned

Required Knowledge, Skills, and Abilities

- Bachelor's degree or GED with relevant industry experience
- 3-5+ years in account management / client services with 1+ years' experience in project management / implementation / onboarding group benefits
- Ability to develop and work with mathematical formulas
- Ability to effectively communicate, both written and verbally, with internal and external parties
- Ability to conduct education and enrollment meetings (comfortable with public speaking)
- Excellent time management, organizational, and multi-tasking skills with great attention to detail
- Ability to build and maintain effective relationships with clients, carriers, and peers
- Ability to work independently and in cross-functional teams
- Proficiency in Microsoft Office Products (Word, Excel, PowerPoint)

Working Environment

- Work is performed remotely in home office with appropriate video meeting capability/environment
- General technology as it relates to office administration
- Regular business hours with additional hours required during specific periods
- Frequent travel to client sites
- Some lifting of up to 50 pounds required during transportation of presentation and client materials
- Job Type: Full-time



Benefits Offered

- 401k
- Health
- Dental
- Vision
- Life
- LTD
- Paid Time Off
- Company Paid Holidays