

Account Manager

Benefit Allocation Systems, LLC

Location: King of Prussia, PA

Employee Type: Full-Time

Industry: Healthcare - Health Services, Insurance, Computer Software

Manages Others: No

Job Type: Account Manager, Support

Education: Associates Degree in HR or Related Field

Experience: At least 3-5 year(s)

Relocation Covered: No

About Benefit Allocation Systems, LLC (BAS)

Benefit Allocation Systems, LLC (BAS) is a fast-paced, aggressive mid-sized company that has shown consistent revenue growth year after year.

BAS, as the developer of one of the leading online HR/Employee Benefit Plan enrollment and administration software solutions, provides best-in-class benefits administration and support services.

BAS accomplishes service excellence by investing in its people and in leading technologies. At BAS, you will be part our unique blended solutions providing Software-as-a-Service applications and client support services.

Job Summary

The Account Manager position plans and coordinates all services through BAS' subject matter specialty departments and teams.

To this end, an Account Manager works with clients, generally the clients' HR personnel and insurance consultants, to proactively deliver timely and accurate implementation and ongoing administration. An Account Manager achieves this support by working with, and coordinating, a team of BAS implementation specialists, software training specialists, transaction processing specialists, and other subject-matter specialists (e.g., COBRA, FSA, ACA). Together the Account Manager — as both a project planner and client-knowledge leader — and BAS' subject-

matter specialists outperform the traditional Account Manager role by having more focused responsibilities that enable each person to develop expertise and efficiency within their respective disciplines. The Account Manager is responsible for implementation of new business, maintaining a strong client relationship and trust while managing renewals and deliverables.

As an Account Manager, if you are assigned this role within a Subject-Matter department, then your responsibilities would be focused on a sub-set of the above description while fulfilling the requirements and responsibilities specific to that role and those listed below, accordingly. The services referenced above, generally, encompass those to support online enrollment, administration and billing of group health & welfare benefit plans through the entire Employee Benefits Life Cycle - from hire to retire, and beyond.

Responsibilities

- Develop and maintain online project plans for clients' implementation, ongoing services, renewals and expansion of services
- Develop and maintain a highly organized, detailed task list with assignments and due dates
- Evaluate concerns and procure creative solutions to improve workflow
- Lead simultaneous projects with competing deadlines
- support plan compliance and administration of benefit plan programming while seeking to identify areas of risk and exposure
- Conduct training sessions for new and existing clients
- Create and maintain training materials, process documentation and presentations
- Review data analytics and perform reconciliation of client data
- Develop project management schedules to track milestones, deliverables and resources
- Become the assigned clients' account-expert by obtaining a strong working knowledge of the clients' benefit plan designs, rules and, operational requirements
- Participate in development of product enhancements, testing and training
- Communicate the account implementation and other project statuses with the appropriate stakeholders throughout a project's project life cycle
- Become the assigned clients' account-expert by obtaining a strong working knowledge of the clients' benefit plan designs, rules and, operational requirements
- Assist clients with routing them and their requests to BAS' subject matter experts to fulfill enrollment administrative, compliance, and billing inquiries and requests
- Work with BAS subject-matter specialists to prepare, implement and support
- Focus on developing trusting relationships with clients and their insurance brokers/consultants
- There is no travel requirements except for a few, specific Account Manager assignments that will be discussed during the interview process
- Maintain metrics about the services you coordinate
- Learn and become proficient with BAS-authorized software applications tools to support clients and internal process including, but not limited to: MyEnroll.com, Project Planner, Information & Documentation Wiki, Programming and IT support ticketing,
- Provide a high-level of customer service to clients' inquires (generally, less than 24 hour turn around)
- Be comfortable performing demonstrations of BAS' MyEnroll.com applications

- Assist any BAS subject-matter personnel and department with the fulfillment of tasks when needed.

Requirements

- 3-5 years of related experience
- Group insurance experience preferred but not required
- Ability to work in front of a computer and sit for extended periods of time
- Exceptional data processing and management skills
- Good relationship building and client facing skills
- Ability to enter data accurately and quickly
- Ability to multi-task
- Ability to quickly adapt to changing priorities without compromising deadlines
- Cooperate, work and communicate with coworkers and supervisors
- Work at a fast pace, as needed, while maintaining high quality results
- Ability to maintain confidentiality, treat others with respect, and upholding Company values are key attributes.

Benefit Allocation Systems, LLC is an Affirmative Action and Equal Opportunity Employer M/F/D/V.

BAS will not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law. For questions, please contact the BAS Affirmative Action Officer at 610-992-2520.