



Wellness Specialist

WellRight is a leading provider of corporate wellness software, used by organizations to improve the health of their employees. Our mission is to change people for good through positive habit formation and we provide a fun, energetic, and supportive work environment. WellRight's industry-leading solutions are built on the latest web-scale, cloud technologies.

The Wellness Specialist (WS) plays a critical role in managing key tasks related to all clients. The role includes assisting with daily activities regarding the implementation and support of health and wellness solutions. The WS provides ongoing client service and support. This is an entry-level position.

Responsibilities:

- Assist the account management team with client relationships to ensure all products and services are delivered according to contract while maintaining high levels of client satisfaction.
- Configure wellness programs using administrator system tools utilizing online system configuration features.
- Ability to thoroughly research and troubleshoot client issues.
- Create client reports, presentations, and all significant portions of findings for Account Management to analyze and deliver to clients.
- Provide regular communication between the account management team, support team, and the client.
- Understand the company's capabilities and services to effectively communicate all offerings internally and externally.
- Participate in and help create wellness challenges, providing improvement feedback on a regular basis.
- Support account management team with client needs as required.
- Work directly with support team and field tickets from all current customers.
- Run system-generated reports and ad-hoc requests.
- The ideal candidate will demonstrate a comfort level within the WS role, eventually growing into a client-facing role.

Requirements:

- 2-3 years account support experience, preferable interest in the health and wellness space
- Technical competence, including a basic understanding of CRM Systems and SaaS platforms
- Proficient with excel for reporting and data analysis purposes
- Motivated, goal-oriented, persistent, and a skilled negotiator
- Multi-tasker at heart
- Works well in collaborative environment
- Excellent written and oral communication skills
- Able to handle stressful situations and deadlines
- Plan and carry out responsibilities with minimal direction
- Undergraduate degree required
- Located in the Chicagoland area