



## CAREER OPPORTUNITY

**Position:** Benefits Account Manager

**Office:** Southeast WI

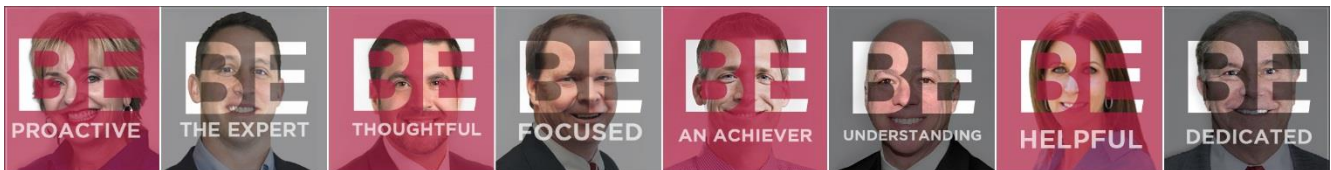
**Status:** Full-time

**Career Level:** Mid-Career

**Reports to:** Vice President of Benefits & Personal Insurance

**Salary:** Based on Experience

**Benefits:** Profit Sharing, Community Involvement and Volunteer Opportunities, Full Benefits Package Including: Generous PTO/Holidays, Health Insurance, Dental Insurance, Life Insurance, Vision Insurance, 401K with a Friendly and Casual Work Environment



As a Benefits Account Manager you will deliver expert consultation and outstanding service to Employee Benefits clientele. You will be responsible for helping clients navigate their benefit needs with short- and long-term solutions through planning, evaluating, implementing and managing employee benefits.

### Major Responsibilities:

- Ensure client satisfaction by delivering exceptional customer service in a professional and timely manner
- Analyze and market employee benefit programs
- Prepare renewal and new business proposals, presentation materials and supporting documents
- Review and maintain executed contracts, plan documents, summary plan descriptions, business associate agreements and amendments
- Provide claims, eligibility, billing and plan administration advocacy and resolution
- Maintain effective working relationships with carriers, vendors and internal stakeholders
- Maintain broad knowledge base of vendor products and underwriting requirements
- Coordinate and conduct client presentations, open enrollment meetings, benefit fairs and renewal presentations



- Maintain ownership of the agency management system (documents, emails, phone calls, contracts, internal processes and procedures, etc.)
- Maintain a current working knowledge of industry legislative and compliance issues including, but not limited to: ACA, COBRA, HIPAA, ERISA, FMLA, etc.

**Knowledge, Skills and Abilities:**

- Experience managing all lines of employee benefits coverage including alternate funding arrangements (e.g. self-insured, ASO, level-funded)
- Excellent communication, presentation and writing skills
- Skilled in time-management and prioritizing objectives
- Performs other functions as assigned by management

**Other Requirements:**

- Current Life and Health Insurance License or be willing to obtain
- Current working knowledge of ACA, COBRA, FMLA, ERISA and Section 125
- Computer savvy and comfortable working in multiple systems and programs
- Proficient in Microsoft Excel, Word, PowerPoint, Outlook and Publisher
- Strong organizational skills with attention to details
- Demonstrated ability to manage multiple projects
- Work collaboratively – building partnerships and work effectively as a part of a team

**Working Conditions:**

Fast-paced multi-tasking sales environment

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Founded in 1960, Robertson Ryan & Associates, Inc. offers a broad range of solutions for Business, Benefits and Personal Insurance. We counsel and assist more than 30,000 clients from small businesses to national accounts in all industries. With over 230 employees and 130+ insurance companies we are the largest independent agency in WI and 53<sup>rd</sup> largest privately held agency in the nation. Robertson Ryan is unique in that each agent is a Producer Owner making client service and satisfaction a top priority. Our culture is dynamic, fun and most employees have worked at RRA well over a decade.

Send your resume and cover letter to [careers@robertsonryan.com](mailto:careers@robertsonryan.com).