



AN EQUAL OPPORTUNITY EMPLOYER

Job Description

Senior Benefits Program (Account) Manager

90 Degree Benefits: Top-rated Health Insurance Administration Company offers an excellent opportunity to grow in a dynamic business. We have been in business since 1970 and we are on the front lines of our industry. Because we are led by the best minds in the business, we are innovative, stable and we are growing. Although we are based in the Houston area, our Client is located in Austin, so applicants in Austin and San Antonio are also encouraged to apply as there will be frequent trips to Austin and other parts of Texas.

Due to exciting growth, we are looking for a Program Manager to manage a new block of business with a large Client within our organization. The Program Manager will work in a fast-paced work environment and will be the communication hub between our Client, multiple existing strategic business partners, and us. This newly created position will be reporting directly to 90 Degree Benefits' area President and the Program Manager will be responsible for managing the Company's relationship with a key Client whom 90 Degree Benefits is working collaboratively with to administer a new small group self-funded health insurance product for Texas employers and employees. This position will be responsible for all services and relationships with this new large Client.

Essential Functions include, but are not limited to:

- Serve as 90 Degree Benefits' main point of contact with Client and downstream Sub-Clients as applicable.
- Responsible for ongoing management of Client.
- Establish strong communications via face-to-face meetings, emails, and calls.
- Represent 90 Degree Benefits in meetings at Client's corporate headquarters in Austin, events throughout Texas, and communications with Client and Sub-Clients.
- Deliver and discuss reports on monthly, quarterly, or annual bases depending upon Client's expectations.
- Prepare presentations to Client.
- Manage vendor relationships that support Client's benefit program.
- Collaborate with multiple parties involved within the program to ensure Client and Sub-Clients are supported.
- Report to Client and 90 Degree Benefits executive team on program performance.
- Assist and provide resolution of complaints and issues impacting Client's program.
- Periodically assist Sub-Clients and members by connecting them with appropriate party for any and all benefit needs, including assisting members with claims filing, account maintenance, filing appeals, and any other service functions.

- Assist in renewal, new proposals, and presentations of existing Sub-Clients and prospects as necessary.
- Perform special projects as determined by 90 Degree Benefits' executive team

Requirements:

- Must have a Texas Group 1 License.
- Undergraduate degree required.
- 7-10 plus years of hands-on experience working in self-funded benefits or health insurance industry.
- Prior account management experience within a Third Party Administrator or large health insurance brokerage.
- Strong public speaker.
- Ability to work collaboratively within a team environment as well as individually.
- Expert level MS Office including PowerPoint, Excel and Outlook.
- Ability to manage customer relations and provide accurate information to customers and insurance carriers.
- Ability to identify and research problems, review materials for accuracy and to summarize information for customers.
- Must be highly organized, detailed oriented, self-motivated, and accurate.
- Excellent interpersonal skills.
- Ability to listen and question to determine level of understanding and/or define problems.
- Ability to express self clearly in a courteous, confident, and consistent manner.
- Strong project management skills.
- Bilingual, including reading and writing, is a plus but not required.
- Ability to travel throughout Texas as needed.

Submit Resume to:

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Talent Acquisition Consultant

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