



POSITION PURPOSE:

Responsible for cultivating strong business relationships and growing an existing client base by identifying opportunities for additional solutions. Also ensuring retention of existing business while supporting our National Account Executives with day to day operations of our the top healthcare clients. Direction provided by the President of Client Services and Client Services Business Manager as part of a strategic client services team.

POSITION RESPONSIBILITIES:

- Support National Account Executives to provide day-to-day and consultative client services support to select top healthcare clients (would be many of the duties below).
- Manage an assigned client base of mid sized Employee Assistance Program (EAP) clients to ensure growth and retention by proactively seeking to understand the strategies, dynamics, challenges, goals and needs of the client's business while proposing VITAL WorkLife solutions to help meet their organization's well being needs.
 - Responsible for program launch, implementation, client engagement, communication plans and reporting for all assigned clients.
 - Conduct regular client meetings to manage and grow accounts and increase client delight through consultation, case volume and annual account reviews.
 - Build strong and broad relationships within accounts across assigned book of business.
 - Achieve account retention goals within assigned book of business and as part of client services team collective goals.
 - Achieve targeted subscription (preventative) and transactional (coaching, training and consulting) solutions revenue goals within assigned book of business and to new prospects as part of the client services team goals.
 - Proactively propose solutions as well as respond with a sense of urgency to client requests to address issues or problems through the identification and coordination of resources.
 - With support of the President of Client Services and Client Services Business Manager, create plans and renewal strategies to secure existing business and generate new business within assigned accounts.
 - Credibly and accurately represent and articulate VITAL WorkLife's solutions to external audiences.
 - Maintain thorough and current documentation associated with assigned account base, leveraging CRM platform and keep internal teams apprised of account status, as appropriate.
- Provide account executive support, guidance and be a primary internal contact for Support Solutions team members in managing small EAP clients.
- Additional responsibilities as needed including develop and manage various client services projects.
- Travel as necessary to maintain and grow relationships with assigned client base.

CRITICAL SUCCESS FACTORS:

- Bachelors degree, strong interest in continued learning in the behavioral health field.

- Minimum of 5 years of consultative customer service and account manager experience.
- Professional experience either with insurance, benefits, healthcare, human resources industries or employee assistance field.
- Client-focused with demonstrated experience partnering with key business contacts in a consultative capacity to help them reach their organization's well being goals and objectives.
- Demonstrated ability to effectively interface with all levels of an organization, including executives.
- Outstanding communication skills: strong listening skills, demonstrated professionalism in written and verbal communications, comfortable interfacing with clients via email, phone and in person.
- Strong organizational skills and demonstrated ability to simultaneously manage concurrent clients with different priorities and various deadlines.
- Business development (sales) experience desired with a strong interest to learn more consultative strategies, including effectively overcoming objections and negotiations.
- Comfortable presenting to various size work groups within assigned client base.
- Success with outbound up-selling to existing client base.
- Adaptable personal work style to accommodate clients' personalities, positions and work styles.
- Flexible team player who thrives in building strong relationships with co workers, positively contributing to the work culture and sustaining a preferred workplace.
- Knowledge of various business technologies and tools such as HubSpot, GoToMeeting, MS Office.
- Maintain a high level of competitive and industry knowledge.

EXPERIENCE AND SKILLS

Demonstrated experience in:

- Building strong and broad relationships within account base.
- Proactively selling additional solutions to clients as well as respond with a sense of urgency to requests to address either an opportunity or issue through the identification and coordination of resources.
- Creating and leading renewal strategy plans to secure existing business.
- Comfortably presenting program overviews and sales information to various size work groups.
- Maintaining thorough and up-to-date documentation associated with assigned account base and keeping appropriate internal team members apprised of account status as appropriate.
- Professional business acumen, outstanding communications.

LOCATION

Full time position based in St Louis Park, MN with occasional travel to secondary office in St. Cloud. Remote employee and consultant interaction. Less than 10% day and overnight travel.

COMPENSATION

This is an opportunity for a professional to assume a key role in the ongoing growth of a nimble, entrepreneurial and highly respected organization. For an individual of outstanding quality with a respected track record, VITAL WorkLife offers a competitive salary based on our company's size with options for regular bonuses as well as health, 401K and generous PTO benefits.

HOW TO APPLY

Interested applicants should send resume and salary requirements to Employment@VITALWorkLife.com No phone calls please.