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# Example of Employee Benefits Account Manager Job Description

Our growing company is looking to fill the role of employee benefits account manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for employee benefits account manager

* Stays current on regulations, Health Care Reform, and general insurance knowledge
* Ensures that client team handles client benefit inquiries and manages team to effectively service clients
* Responsible for acting as a liason between clients and insurance carriers or other vendors
* Responsible for preparing and managing all paperwork related to new and renewal submissions and delivering timely to the insurance carrier
* Provide the necessary customer service for assigned accounts, including processing daily mail, faxes, email and phone calls with customers and producers and insurance carriers
* Provides service for and respond to clients’ needs on complex and sophisticated accounts
* Perform clients contact via phone and email to develop and maintain rapport, anticipate clients’ needs, and modify clients’ insurance program as needed
* Accompany producers on new business and renewal presentations as requested
* Coordinates expirations with producer and/or account executive to obtain renewal and/or new business information
* Markets new and renewal business to appropriate carriers as needed or requested including preparing complete marketing submissions

## Qualifications for employee benefits account manager

* Demonstrated understanding of insurance carrier administrative processes and procedures, with experience serving as an advocate for clients and/or employees in resolving administration and claims-related issues INDBBTINS
* Must have transportation to travel between offices, to event locations and other required destinations and must maintain a valid driver’s license
* Minimum of two (2) years of agency or insurance company experience
* Minimum of two (2) years of agency or insurance company experience preferred or completion of the agency's training program
* Appropriate active Life & Heath license required
* Typically has up to five (5) years of insurance experience in a customer service role