

# Lawley

INSURANCE | EMPLOYEE BENEFITS

## Employee Benefits Client Relationship Manager

### These are the *fundamental* components of the job:

- Manage the overall client relationship process for complex accounts
- Coordinate communication with client in all aspects, working closely with Partners, Benefit consultants, Group and Medical Marketing Account Managers, Underwriting, Health Management Strategists and Claims Analyst
- Develop, coordinate and assure follow through of client strategic initiative documents
- Provide leadership and technical guidance needed to support superior customer service
- Act as a resource for all aspects of Lawley's Employee Benefits division
- Maintain complete and accurate documentation of all tasks in computer system
- Reach and maintain client relationship goal of 95% or greater

### Other *functions* of the job:

- Expand and grow in your role when supporting miscellaneous duties as requested

### Skills / traits that we value for this role:

- Bachelors' degree in communications or related field
- Insurance experience in project management or similar role for 6 years or more
- Life Accident and Health License; insurance designations preferred
- Demonstrated leadership skills
- Relevant knowledge of benefit products, documents and usages
- Computers skills are a must; including proficiency in Excel
- Ability to work well independently and on a team
- A passion to make customers and coworkers feel important and valued
- Incredible attention to detail and organizational skills
- Open to continuing education, college degree preferred
- Positive attitude, even in a fast paced environment
- Capability to work quickly and efficiently
- Methodical, yet swift decision making skills
- Precise verbal and written communication skills, even under time constraints



*'Lawley provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, color, religion, sex, sexual orientation, national origin, citizenship, immigration status, gender identity or expression, military status, familial status, marital status, disability or genetics.'*

## **A bit about Lawley!**

- We are not a call center environment
- We achieve success by building genuine relationships together, with our teams and clients
- We are a family owned insurance broker (70+ years!)
- We are deeply committed to the communities we serve and love to get involved
- We work hard and play hard!!!

## **Why Lawley?**

- Competitive salary and referral bonuses!
- Expansive Benefits (Medical, Dental, Vision—and SO many more)
- 3 weeks of PTO (prorated based on start date) AND a generous holiday schedule – available 1<sup>st</sup> day!
- Company 401K contribution received starting Day 1 (for participants 21+ years old)
- Educational support, career development, and growth opportunities
- Job Security (we've never had a lay-off, even during the pandemic)
- Flexibility, including hybrid schedules! Business hours 8am-4:30pm
- Comfortable, family-oriented culture, with an emphasis on work life balance
- Unlimited Volunteer Time Off opportunities (so you can assist in serving our communities)
- Fulfilling opportunities that align with your career path and our business needs

The compensation range for this position takes many factors into consideration including but not limited to: years of experience/training, skill set, and licenses/designations. It is not typical for an individual to be hired near the top of the range for a position as circumstances and location can vary in every hiring situation. A reasonable estimate of the current range is \$71,706.08 to \$119,510.13.

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