



POSITION PURPOSE:

Responsible for independently cultivating strong business relationships and retaining an existing client base. Also supports and collaborates in a team-based role with a National Account Executive ensuring retention and growth of our top healthcare clients. Direction provided by the VP of Sales and Marketing and the Client Services Business Manager as part of a strategic client services team.

POSITION RESPONSIBILITIES:

- Manage an assigned client base of mid-sized Employee Assistance Program (EAP) clients to ensure retention and growth 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, client engagement, communication planning and reporting for 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 relationships within accounts across an assigned book of business.
 - Create plans and renewal strategies to achieve account retention goals as part of the client services team collective goals and to generate new business within assigned account base.
 - 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.
 - Maintain thorough and current documentation associated with assigned account base, leveraging CRM platform and keep internal teams apprised of account status, as appropriate.
- Support National Account Executives with providing day-to-day and consultative client services support to select top healthcare clients (would be many of the duties above).
- Additional responsibilities as needed including developing and managing various department projects.
- Travel as necessary to maintain and grow relationships with assigned client base and attend various industry related conferences.

CRITICAL SUCCESS FACTORS:

- Flexible team player who thrives in building strong relationships with coworkers, positively contributing to the work culture and sustaining a preferred workplace.
- Strong organizational skills and demonstrated ability to simultaneously manage concurrent clients with various priorities and deadlines with minimal supervision.
- Outstanding communication skills: active listening, written and verbal skills.
- Maintain a high level of competitive and industry knowledge and VITAL WorkLife's value proposition.
- Successful at creating and leading renewal strategy plans to retain existing business.
- Comfortable presenting program overviews and sales information to various size workgroups.
- Ability to proactively sell additional solutions and respond with a sense of urgency to client issues.

EXPERIENCE AND SKILLS

- Bachelor's degree, keen interest in continued learning in the behavioral health and well-being field.
- Minimum of 5 years of consultative customer service and account management.
- Experience partnering with key business contacts in a consultative capacity to help them reach their organization's well-being goals and objectives.
- Background with either insurance, benefits, healthcare, human resources or employee assistance.
- Knowledge of various business technologies and tools such as HubSpot, GoToMeeting and MS Office.

LOCATION

Full-time position based in St Louis Park, Minnesota. Periodic travel required to see clients and attend industry conferences.

REPORTS

Reports to VP of Sales and Marketing.

COMPENSATION

This position 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, health coverage, 401K, generous PTO benefits and options for regular bonuses.

HOW TO APPLY

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