

Account Manager – Consumer Driven Services

Are you looking for a **career**, not just a job?

At Custom Design Benefits, we are a team built with CARE – Commitment, Accountability, Respect & Integrity, and Excellence. We are a third-party administrator who manages employee benefits for our self-funded clients.

Tasks:

- Develop a trusted advisor relationship with key accounts, customer stakeholders and executives.
- Responsible for keeping current clients satisfied and delivering exceptional client service on a day-to-day basis to achieve a 95% Excellent Rating.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Prepare internal and external documentation/communication materials for assigned customers.
- Manage the implementation process with the customer & internal team members (eligibility, operations, claims, finance, etc.)
- Prepare internal and external documentation/communication materials for assigned customers.
- Work closely with the customer & broker to make sure eligibility, plans, banking, contracts & website are correctly set up.
- Maintain plan profile for all groups (new and existing).
- Stay abreast of industry & government changes affecting the lines of service in CDS (FSA/HSA/HRA etc) & maintain an awareness of existing & developing rules & regulations.
- Forecast and track key account metrics according to team performance objectives.
- Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders.
- Other duties as assigned.

Our Ideal Candidate:

- Excellent Communicator
- Learner
- Critical Thinker
- Problem Solver
- Positive
- Reliable
- Self-Starter
- Achiever
- Team Player

Send your resume to careers@customdesignbenefits.com to apply today!