



Client Manager

About Us

Formed in 2010, Benegration leverages technology to assist clients in managing their employee benefits programs more efficiently through our exclusive 'One Stop Shop' portal. We utilize our proprietary data warehouse to aggregate and integrate all sources of data to perform financial and clinical analytics, including claims and vendor audits, which enables our clients to design and administer the most cost-effective programs. Benegration also administers the Municipal Benefits Services (MBS) Trust that provides health and welfare employee benefit programs and related administrative services to over 325 municipalities representing more than 8,000 employees.

Benegration has an immediate opening for two (2) **Client Managers** for the MBS Trust. This is a remote work-from-home position. Applicants must reside in the Commonwealth of Pennsylvania.

Job Responsibilities

This position will be responsible for utilizing our proprietary client management platform to maintain effective client relationships by efficiently:

- Initiating, managing, and resolving service tickets for all client/participant calls, e-mails, and meetings
- Documenting, responding, and resolving all client/participant requests, inquiries, and issues
- Managing workflows and processes for all client requests

Other responsibilities include supporting the Executive Director and the client relationship manager with:

- Assisting clients with the design, implementation, administration, and maintenance of their employee benefit programs
- Consulting with clients on plan design, contribution strategies, and wellness programs
- Executing all aspects of the annual strategic plan developed by the Executive Director and approved by the MBS Board
- Assisting with all aspects of the annual enrollment process
- Participating in client and prospect marketing activities, including attending meetings, conferences, educational seminars, etc.
- Managing carrier and vendor relationships and resolving service-related issues

Supervisory Responsibilities

- None

Qualifications

The successful candidate should possess the following qualifications. All qualified candidates will be considered:

- Bachelor's degree in mathematics, health care administration, marketing, business administration, or another related field
- Certified Employee Benefits Specialist (CEBS) designation preferred
- Experience with managing health insurance data is a plus
- Pennsylvania Resident Life, Accident and Health Producer Individual license required (may be obtained after hire date)
- Highly organized and responsive, with a focus on meeting deadlines, accuracy, and quality
- Ability to effectively multi-task
- Detail-oriented and comfortable working in a fast-paced environment

- Excellent written and verbal communication skills
- Highest level of ethics and integrity
- Proficient in Microsoft Office suite (Word, Excel, PowerPoint, and Outlook), Adobe Acrobat, and virtual meeting platforms (Microsoft Teams and Zoom)

Travel Requirements

- Occasional travel may be required (solely in the state of Pennsylvania only)
- Must reside in the Commonwealth of Pennsylvania

Compensation

Compensation commensurate with previous experience and qualifications. Benefits include medical, dental, vision, life, and disability insurance coverage and a generous paid time off program. In addition, the successful candidate will be eligible to participate in our 401(k)/profit sharing plan.

Application

Applicants should submit a resume and compensation requirements to employment@benegration.com

Benegration is an Equal Employment Opportunity employer. Qualified applicants will receive consideration for employment without regards to race, color, age, religion, sex, national origin or any other federal, state, or local protected class.