



## Job Description

### Account Manager

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**Office Locations:**

Philadelphia, PA

**Position Reports to:**

Sales Operations Manager

**Approval Date:**January 2017

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### Summary of Position

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Savoy is an innovative benefits consulting firm and regional general agency. With over 30 years' experience, Savoy's strategic partnerships bring continued growth to brokers, carriers and vendors. Savoy tactically provides best-in-class products and services including comprehensive health and specialty benefits, compliance, HR services, technology solutions, research, education and other employer-related services.

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### Key Objectives

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The performance objectives of this position are focused on professional development of the candidate and an underlying assumption that the candidate's primary goal is to assist with the growth of Savoy Associates business in emerging markets. The candidate must be detail oriented, flexible, able to work independently, have excellent problem solving and communication skills.

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### Job Responsibilities

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**Sales Team Support** – the candidate will:

- Present and participate in presentations to existing and prospective new brokers.
- Strategize on sales situations and facilitate solutions to complex problems.
- Assist with the overall growth of Pennsylvania, Delaware and emerging markets.
- Handle local markets for other regions and contribute in achieving overall goals.

**Case Installation and Renewal Submissions** – the candidate will:

- Coordinate full RFP procedure with brokers and carriers. Identify cross sell opportunities. Efficiently process self-funded underwriting with carriers. Become familiar with broker preferences and sustain exceptional partner and carrier relationships.
- Be the expert on all carrier products for all lines of coverage for the local markets. Communicate internally and with the broker community regarding new product and procedural changes.
- Oversee all carrier submission and installation requirements. Maintain submission tracker of all cases throughout the set up process. Ensure all carrier checklists and forms are saved in shared files and up to date.
- Provide weekly status updates to manager and bring attention to any anticipated issues or delays before they escalate.
- Ensure all new cases and renewal changes are entered in GBS timely and accurately. Provide split forms when applicable.

**Service Support** – the candidate will:

- Handle service requests for all size groups (corrections, claims, billing, plan change issues, etc.)
- Acquire expected time frames and set the proper expectations with brokers and vendors.
- Complete any other projects or tasks as assigned.

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### **Position Qualifications/Requirements**

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- Applicant must sign an Employee Confidentiality, Non-Competition and Non-Solicitation Agreement
- Applicant must provide an Application for Employment
- BA/BS preferred but not required
- 3-5 year experience in group health insurance
- PA/DE/NJ State License is required

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### **Candidate Development**

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- Performance reviews will be performed annually
  - Opportunities for advancement will be based upon merit and exemplary results against business objectives
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