

EMPLOYEE BENEFITS ACCOUNT REPRESENTATIVE

POSITION **EMPLOYEE BENEFITS ACCOUNT REPRESENTATIVE**

LOCATION Torrance, CA

DESCRIPTION **Job Details & Responsibilities:**

Responsible for strategic management of assigned book of business. Account Representative is also responsible for the implementation of new or renewing accounts to ensure the highest level of service is met. In addition, Account Representative will maintain the ongoing client relationship and manage client's employee benefit plans and objectives.

- Manage day-to-day service for clients including claims, billing eligibility, and service issues;
- Responsible for the renewal process, enrollments, terminations, plan comparisons, quoting and advising clients in assigned book of business;
- Properly sets expectations for issue resolution, monitors progress and communicates outcomes;
- Identifies opportunities for adding other lines of coverage or services;
- Educates clients concerning the regulatory environment and assists clients with compliance issues as necessary;
- Responsible for maintaining strong relationship with carriers including but not limited to having clear understanding of carrier's product offerings and processes to maintain efficient workflow and maintaining general product knowledge;
- Follows broker policies and procedures including reviewing client policies, maintaining client files, and HIPPA compliance;
- Ensures accuracy of the Broker's administration system, AMS360 in timely manner;
- Conducts implementation activities for new and existing clients;
- Assists in completion and processing of applications;
- Schedules, prepares for and conducts open enrollment meetings;
- Collects forms/data/schedules for regulatory compliance
- Finalizes enrollment with carrier

Requirements:

- CA Life and Health License is required
- Excellent verbal and written communication skills in order to draft recommendations for senior management and explain benefits packages to employee
- Must be a team player willing to assist with projects and matters that arise
- Must be responsible and productive both independently and with others
- Must be creative, flexible, curious, and willing to try new things
- Should be emotionally intelligent, forgiving, resilient, and solution-oriented
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required

Preferences:

- College Degree or equivalent experience
- Knowledge of Health/Dental/Life/Disability insurance
- Strong PC skills with the aptitude to learn new systems
- Experience in Agency Management systems
- Experience in Excel/Microsoft Office/PowerPoint/Microsoft Outlook

LANGUAGE

- **Must be fluent in speaking, reading and writing in Japanese.**
- **Business level English is also required**

OTHERS

- Potential opportunity to participate in the new business production.
- May travel within the U.S. for customer service such as enrollment meetings and strategy meetings

HOW TO APPLY

**Please e-mail us your resume (employment inquiry only):
redachr@redacinc.com**