



Employee Benefits Account Manager

At Dyste Williams, we strive to be a trusted insurance advisor and advocate for our clients. Our experienced professionals are trusted to handle all types of insurance needs. Many of our seasoned insurance experts have more than 20 years of experience. We're passionate about keeping up with the latest insurance products and benefits and participate in continuing education. Dyste Williams' employees adhere to the highest level of integrity which has been recognized throughout the community and the insurance industry. At Dyste Williams you are part of a successful and supportive team that seeks to meet our clients' needs.

Dyste Williams currently has a hybrid work model. This position will remotely on Mondays, Tuesdays and Fridays and work in the office on Wednesdays and Thursdays. This is subject to change and may require additional days in the office.

Position Overview

The Employee Benefits Account Manager is accountable for delivering high quality and efficient service to both internal and external clients by assisting with the Agency's overall workflow processes. The Account Manager fulfills a critical role for assigned clients by helping to protect their employees with the various group benefits plans. This position works both independently and collaboratively with a small team to manage clients' insurance programs, help them understand and identify their business exposures and make recommendations.

Primary Responsibilities Include:

- Demonstrate prompt client service that resolves client issues effectively
- Nurture relationships with decision-makers as well as with the day-to-day client representatives
- Promptly respond to routine requests for data and questions from clients, underwriters and internal staff
- Proactively assess clients' insurance needs, review policies for accuracy and identify gaps for additional or alternate coverage
- Proficiently maintain agency management system data for accuracy
- Actively participate in client, carrier and internal meetings
- Manage client open enrollment process and collaborate with team members to prepare and deliver benefit enrollment presentations and other client deliverables
- Successfully execute all assigned components of client benefit plan renewal process
- Process benefit election changes throughout the plan year (add/terms/life events)
- Responsible for retaining existing business and educating clients on additional lines of coverage
- Refer business across all departments (i.e., commercial and personal lines)
- Serve as primary daily client service contact on all assigned accounts
- Develop and maintain positive and effective relationships with insurance carrier partners
- Use Dyste Williams' technology to improve your productivity
- Effectively manage multiple competing priorities

Job Specific & Technical Competencies:

- Active Life & Health Insurance license
- 2 plus year of employee benefits experience
- Proficient in basic computing skills including Microsoft Office Suite
- Applied Epic or similar agency management system experience a plus
- Ease or similar benefit platforms experience a plus
- Professional – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality
- Ability to meet deadlines and coordinate complex tasks related to client interactions and policy management
- College degree preferred but not required