

Account Manager (Employee Group Benefits)

Who We Are

Helping businesses keep a promise to their employees and their families is a great feeling, and that is what we strive to deliver everyday. With over 100,000 people on an employee group benefits health plan administered by ICBA Benefits, we are one of the fastest growing independent group health and retirement benefits platforms in Canada, and we are looking for people to help us provide a customer experience that is second to none in the industry.

ICBA Benefits has a progressive approach to recognizing and rewarding our employees and values dedication, determination, and teamwork. We are committed to helping our people turn ambition into achievement by providing an encouraging work environment that allows our team to maximize their potential.

For over 45 years, our parent organization, the Independent Contractors and Businesses Association has been the voice of B.C.'s construction industry. Today, ICBA represents more than 3,300 members and clients, is a leader in advocacy, workforce development and is the single largest sponsor of trades apprentices in the province. Our head office is in Surrey, BC and we have expanding locations in Prince George and in Calgary, Alberta.

The Opportunity

As an **Account Manager** for ICBA Benefit Services Ltd., you will report to the Vice President, Account Management. This position is a front-line, customer-facing role in which you will be front and centre servicing a block of ICBA Benefits clients. You proactively provide customer service, on-boarding of new clients, on-site employee meetings, group benefit renewals, and advisor channel support in the Lower Mainland, and across the province of BC.

To be successful in this role you must be:

- Open to learn and to be mentored
- Perpetually in motion, self-motivated and accountable for your client management
- Proactively driving new and existing opportunities forward with the backing of great benefit plan tools and unique solutions
- Comfortable learning and leveraging an established technology backbone designed to maintain and enhance customer service
- Have a "lifetime learner" mindset that allows you to be on the forefront of issues impacting BC companies in the employee benefits world, which allows you to embrace ways to suggest new and innovative solutions to deliver amazing results and to grow our client base.

Responsibilities

- Proactive client Account Management
- Preparation and delivery of yearly renewals to clients
- Creatively address customer issues and suggest solutions and options
- Coordinate and collaborate with advisors in the delivery channel
- Provide professional, high standard customer service
- Work with the Operation, Sales, and Underwriting teams on Client Escalations
- Look for opportunities for new sales in retirement or augmenting existing benefit plans
- Quoting Group Benefit and Retirement opportunities
- Working closely with ICBA Underwriting on proposals and amendments
- Communicating, coordinating and collaborating with clients to position ICBA Benefit Services as the best group health benefits provider
- Maintaining clear and accurate reporting, activity tracking and forecasting within MS Dynamics CRM

Requirements

- Group benefits knowledge – 3+ years experience preferred
- BC Life license required, and GBA designation is an asset
- Experience with a TPA an asset
- Must have means to travel locally, and at peak times availability to travel out of town
- Capable, self-motivated, able to work well alone and as part of a team
- Outgoing, friendly, professional, tactful, and flexible
- Ability to prioritize and multi-task in a fast-paced environment, organized and resourceful, with a strong attention to detail
- Eager to contribute, learn and grow with an experienced and high-profile organization
- Exceptional at building new relationships and able to connect easily in person or over the phone/video
- Entrepreneurial spirit and a competitive desire to achieve goals and control income potential
- Retirement solutions knowledge an asset

Rewards

- We offer a competitive base salary and commission package, a comprehensive benefits package, an employee wellness program, matching RRSP contributions, and we encourage professional development and pursuing learning opportunities as part of your personal and professional growth.

How to Apply

Apply through the job post on [indeed.com](https://www.indeed.com), or submit your resume and cover letter to Jenny Ma, Office Manager, at hr@icbabenefits.ca.