



## **Ohio Chamber Health Benefit Program**

**Manager, Client Relations**

**FLSA: Exempt**

**Reports To: Executive Director, Ohio Chamber Health Benefit Program**

**Location: Downtown, Columbus**

**Salary: \$50,000-\$55,000 annually (Opportunity for Bonus)**

The Manager of Client Relations will manage ongoing contract relationships and service delivery to members.

### **Responsibilities:**

- Act as liaison between Ohio Chamber Members and the Health Program
- Represent the Health Program internally and coordinate with other functional areas to implement client systems, complete projects, and address ongoing service needs.
- Own day-to-day service experience of members by working with external brokers and functional partners as required
- Develop and maintain strong relationships with internal and external partners
- Ability to read, analyze and interpret SOPs and reporting
- Coordinate implementation activities for both new and renewing groups

- Invoice new and renewing Members
- Collection of payment
- Maintain a clean and accurate internal database system
- Assist with Board as needed
- Other duties as assigned
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### **Required Qualifications:**

- Four-year degree, or equivalent work experience
- Strong computer skills and knowledge (Microsoft Office Suite)
- Adobe Suite
- AMS/CRM database knowledge (Salesforce), preferred
- Effective relationship-building and collaboration skills
- Prioritization skills are critical relative to deadlines
- Creativity and ability to engage members using modern techniques and technologies

### **Work Environment:**

- The majority of duties will be performed in and from the Chamber's office during regular business hours. However, at program and event peak times, the position may be required to cover hours outside of the typical work week and work hours.
- Some travel and work off-site will be required, as well as work on evenings, weekends and/or holidays.
- Manage multiple projects at once with the ability to meet deadlines, manage time effectively and prioritize tasks.

### **Benefits**

- Insurance: Chamber pays 100% of the employee's health insurance premium (family coverage also available), dental, vision and Rx coverage available; life insurance and Short-term disability insurance offered.

- Student Loan Reimbursement: Chamber reimburses for employee's student loans, starting at \$200 a month.
- PTO: 3 weeks of paid vacation, paid sick time, paid holidays
- Retirement: Matching 401(K) (4%), PLUS an employer-paid Pension Plan (8%)
- Other Benefits: Parking paid; cell phone reimbursement; gym membership reimbursement; free Peloton membership.

**How to Apply:**

Candidates interested in applying for the position, please reach out to Scott Colby at [scolby@ohiochamber.com](mailto:scolby@ohiochamber.com)