



## **EMPLOYEE BENEFITS RELATIONSHIP MANAGER**

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**We protect Relationships. Every promise we make – and we mean every single one – is made on the belief that understanding is essential, trust is earned, and execution is everything. But above all else, Relationships Matter.**

Byars|Wright is “Where Relationships Matter”. We protect relationships - and that starts with our own. We are a family. We believe everyone needs a place to belong and someone to believe in them. While engaging employees and promoting a positive company culture, we also define a path that fuels the future and leads to success for each team member both professionally and personally. We challenge each other and are fierce competitors. In the end, **we WIN together.**

Our agency purpose is “**Build People, Protect Relationships.**” Living out that purpose includes identifying new team members. Our Relationship Development Center (RDC) relentlessly and proactively pursues our agency’s future talent, looking for those that will fit our culture and join the journey that is Byars|Wright. The RDC also leads the charge in training and positioning our employees to be successful.

At Byars|Wright you will gain a firm foundation of insurance and customer service knowledge by working closely with producers, mentors, and taking advantage of educational opportunities encouraged by our agency. Our leadership team takes an active role in your career growth by investing in your development with ongoing learning, coaching, and mentoring.

A Relationship Manager at Byars|Wright aligns our services to the goals and objectives of our customers. This role is responsible for retaining current customers and being a true partner to the sales team to continually enable additional opportunities. Below are a few other responsibilities of this role:

- Minimum of 2 years experience as a Benefits Account Manager *preferred*
- Manage employee benefits administration, assisting current and new clients with benefits questions, claims, and billing issues to a successful resolution
- Manage and coordinate the pre-renewal and renewal process; assess and determine client needs for opportunities to increase sales of agency services
- Organize and participate as needed with client presentations, to include employee enrollment meetings
- Lead the process for plan enrollment including employee communication, case submission and plan implementation and follow up to a successful conclusion
- Serve as resource to clients for current market conditions and ongoing benefit regulation changes
- Handle phone calls and walk in activity by clients, carriers, or others
- Manage customer retention according to agency protocols
- Prepare proposals and applications and submit them to the insureds and carriers
- Update the agency management system with pertinent information
- Strive to make every endeavor effortless for our customers
- Experience in Microsoft Excel and PowerPoint strongly preferred

So - if you’re a dynamic thinker, detailed worker, and positive person with fervor for driving a top-notch customer experience and building exceptional, long lasting customer relationships, you may be a fit.



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