

Client Management Administrator

Department: Client Management

Location: Cleveland, OH

Please email your resume to HR@selmanco.com or if you have any inquiries about this job position available. Reference "Client Management" in email when applying.

Selman & Company is a leading provider of administrative services related to life & health insurance and similar products with offices in Cleveland, OH, Baltimore, MD. & Keene NH.

Job Title: Client Management Administrator

General Functions:

- Build and maintain client relationships through administrative support and cross-departmental collaboration with Client Services, Customer Service, Premium Accounting, Enrollment and Underwriting, and IT (Client relationships may be defined as Employer, Broker and/or Carrier with a specific focus on Employer/Broker in this role)
- Successfully support new employer client relationships as an administrative expert with a continued focus on workflow improvements and client experience encasements
- Respond to client inquiries (phone, email, etc.) with superior communication/writing ability and professionalism in a timely manner based on department service level standards
- Manage day to day administration, assist in identifying trends and opportunities for improvements
- Escalation support, research and troubleshoot challenges to expedite solutions for clients and internal departments
- Note, delegate action items, and consolidate research/replies for external communication
- Actively contribute to the development of training materials and enhance process documentation
- Appropriately identify and escalate areas of opportunity to serve our clients (Employer and Carriers) more efficiently
- Research and troubleshoot existing challenges to expedite successful solutions for clients and internal partners

Selman & Company is proud to be an Equal Opportunity Employer. Applicants are selected without regard to race, ethnicity, creed, color, religion, sex, age, national origin or ancestry, disability, genetic information, veteran/military status, sexual orientation, gender identity, or other protected characteristic under federal, state or local law.

This job summary is intended to be brief and does not list all the duties for this position. Nothing in this job description should be construed as an express or implied contract of employment. Selman & Company is an at-will employer, which means that either party is free to terminate the employment relationship at any time, without any advanced notice, for any reason or no reason.