



<https://wellnecity.com/job/client-service-leader/>

## Client Service Team Leader

### Description

Wellnecity provides innovative data insights & services through its ProActive Benefits Management platform to reshape the health care experience for self-insured employers and their employees. We are hiring a Client Services Team Leader to join our Winston-Salem, NC office. This position is responsible for managing client service delivery with a proven passion for building strong client relationships and demonstrating tangible client value. The Client Service Team Leader will engage with clients and internal stakeholders to address all needs in a professional and timely manner. The ideal candidate for this role is a team player and proactive in identifying issues, ideating solutions, and delivering great client results. This role requires an organized, high energy, and accountable individual with strong customer IQ and the desire to exceed clients' expectations.

### Responsibilities

- Build trusted advisor relationships w/ clients and strong working relationships w/ internal teams
- Oversee daily client activities to ensure appropriate client expectations are set and needs are met in a timely and high-quality manner
- Oversee the completion of analytics and client deliverables supporting Wellnecity service objectives for individual clients
- Conduct client meetings to present business reviews and share feedback with internal teams
- Partner with internal teams to communicate client requirements and expectations
- Work closely with internal teams to understand and improve upon Wellnecity delivery systems
- Assist clients and internal teams with maintaining product compliance for regulations/ requirements (e.g. HIPAA)
- Deliver customer experience excellence and proactively manage client retention
- Identify additional & addressable client needs and sales opportunities
- Communicate client risks in a timely manner and work with supervisor to appropriately address and/or escalate
- Manage, develop and mentor junior team members within and independent of client teams

### Qualifications

- BA/BS required – MBA (not required but preferred)
- Previous experience in a Client Facing role, preferably with a Management Consulting firm
- 5+ years of experience working with data & technology within the Healthcare Industry
- Demonstrated ability to help build more effective & efficient processes
- Intellectual curiosity for learning and developing new skills in a dynamic environment
- Ability to work autonomously, handle ambiguity, effectively manage-up and

### Hiring organization

Wellnecity

### Job Location

500 W. 5th St, 27101, Winston-Salem, North Carolina

### Date posted

March 1, 2020

down, and welcome developmental feedback

- Excellent written and verbal communication skills with a strong attention to detail
- Strong analytical mindset (e.g., data fluency, analysis and interpretation & root cause analysis)
- Intermediate to advanced Microsoft Office Skills, specifically Excel and Power Point
- Project management experience a plus
- Data access and management skills a plus (e.g., SQL, R, Tableau)
- Some travel may be required

**Disclaimer**

Wellnecity is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex (including pregnancy and gender identity), national origin, sexual orientation, disability status, protected veteran status, or any other characteristic protected by law.