

JOB ANNOUNCEMENT

Posting Date: 4/27/2021**Position:** Account Manager, West TN**Job Level:** 23**Supervisor:** Manager, Sales and Account Management**Classification:** Exempt**Location:** Memphis

Job Summary:

To provide superior service to enrolled groups through meaningful engagements and inquiry resolution, as well as providing consultation for groups on benefit design and ancillary products while ensuring account retention.

Primary Job Responsibilities:

1. Develops and strengthens group and broker relationships through inquiry resolution and strategic engagements.
2. Analyzes inquiries from groups while facilitating the resolution of standard and complex issues.
3. Coordinates and leads Group Report Card meetings with the primary objective of identifying a group's benefit objective through a consultative process.
4. Leads Open Enrollment activities with groups and coordinates necessary resources to ensure DDTN representation.
5. Records and analyzes group activities within Salesforce. Responsible for identifying high priority interactions and strategically develops group engagement plan.
6. Assists groups and brokers with Enrollment/ change/termination forms, and retro add/term request, making sure each caller is HIPAA compliant before providing any PHI.
7. Organize and coordinate "Welcome" engagements for new groups.
8. Coordinate activities with Account Executive/Internal Sales Coordinator as needed to provide necessary information crucial to account renewal.
9. Manage resolutions for groups and brokers regarding questions or issues concerning Billing and/or E-Billing access.
10. Coordinate activities with Account Executive/Internal Sales Coordinator as needed to provide service for assigned Groups.
11. Manage access requests and ongoing support for Benefit Manager Toolkit for Group Administrators and Brokers/Agents while ensuring HIPAA compliance.
12. Facilitate requests from Groups or Brokers with New Hire Packets, eligibility extracts, and 5500 forms as well as other materials and documents.
13. Develops educational strategy for groups to provide awareness of DDTN ancillary products and benefit plan designs.
14. Leads the renewal sales process for specific DDTN clients as assigned by the Manger of Sales and Account Management.
15. Perform other related assigned duties as necessary to complete the Primary Job Responsibilities as described above.

Minimum Qualifications:

Position requires a college degree; two years' dental office experience; or Group Benefit Administration experience; and current State of Tennessee producer's license for Life and Health. Will accept any suitable combination of education, training, or experience.

Position requires knowledge of group benefits; dental procedures; excellent written and verbal communication; the ability to work independently and utilize time management skills.

Operation of a motor vehicle is necessary to properly implement and service groups.

Disclaimer

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

To Apply:

Complete the [Delta Dental of Tennessee Employment Application](#).

We also ask that you complete and submit the Self-identification Forms for [Gender](#) and [Disability](#). We request this information because we do business with the federal government which requests this data. Completing these forms is voluntary, and any answers given will be kept private and will not be used during the hiring process or used against you in any way.

Submit the application and the Self-identification Gender and Disability forms by:

Fax to: (615) 244-8108

Mail to:

Delta Dental of Tennessee
Human Resources
240 Venture Circle
Nashville, TN 37228

Delta Dental of Tennessee is an Equal Opportunity Employer.

[Read our complete EEO Policy](#)