



Located in Marquette, Michigan, **VAST** is an insurance and risk management firm that was originally founded in 1885 as Sidney B. Adams Real Estate, Insurance and Loans. The business has evolved over the past 130 years into the successful organization you trust today. VAST is a leader in business, personal, and benefits insurance needs. VAST partners with its clients to provide protection and security through strategic thinking and risk management solutions. Our team attracts the top talent in the marketplace due to its “Blue Culture” approach.

**VAST** seeks a **Benefits Account Manager** to join their team in **Marquette, MI**. The Benefits Account Manager is responsible for providing prompt, accurate, and courteous support services to clients and co-workers. The essential functions of the position include service to advisors and clients by handling policy inquiries, changes, quotes, and billing inquiries over the telephone or electronically.

## **RESPONSIBILITIES**

- Provide technical support to Advisor; specifically in analyzing client needs, coverage forms, and quotations.
- Accompany Advisor on prospect and client meetings when requested.
- Refers current and prospective clients to the Commercial Department and to Personal Insurance for solicitation of those lines of business.
- Rate life, health, disability, annuity, and long-term care quotations.
- Review quotes to ensure they match the benefits requested on the RFP.
- Prepares proposals and ensures all documents are included.
- Prepares enrollment packets and ensures they contain requested items.
- Attend client enrollment meetings with Advisor when requested.
- Oversee “scrubbing” of all enrollment applications.
- Verification of accuracy of client plan documents.
- Maintain updating renewals in the agency management system.
- Document in the agency management system.
- Educate and encourage utilization of VAST solutions such as BenefitPoint, etc.
- Handle requests by clients, carriers, immediately notify COO/CCO and/or Advisor of escalated issues.
- Handle life, disability, and health claims.
- Maintain awareness of new developments or changes with the various carriers and new Federal/State Laws that may affect how our client must administer their benefits programs, communicate information to the client and team members – attend or conduct online training as requested.
- Other duties as assigned.

**COMPENSATION** VAST puts great value in the Account Manager position by offering a highly competitive wage in exchange for knowledge and experience, as well as an excellent benefits package.

**SCHEDULE** This is a hybrid remote position. It is full time, scheduled 8:00 am – 5:00 pm, Monday – Friday.



## WHAT YOU NEED TO SUCCEED

- Associate degree or the recognized equivalent in education and experience **required**.
- Bachelor's degree with one to three years of insurance-related experience **preferred**.
- Minimum 3 years experience in customer service or insurance-related field **required**.
- Ability to lift, pull, push, and/or carry weight up to 20 pounds **required**.
- Ability to sit, stand, walk, crouch, crawl, bend, stoop, and climb for extended periods **required**.
- Knowledge of the different types of insurance policies available is **preferred**.
- Must obtain Michigan Life, Accident, and Health License within 30 to 90 days of employment.
- Experience with Microsoft Office and Agency Management Systems and Acrisure Resources.
- Ability to take initiative, self-direct, and organize/arrange priorities.

**ABOUT VAST:** VAST is an insurance and risk management firm that was originally founded in 1885. The business has evolved over the past 130 years into the successful organization that is trusted today. VAST is proud to support the communities in which it works. VAST's mission is to support those communities that support it. **Learn more at [vastsolution.com](http://vastsolution.com)**

**NOTE:** This job description is intended to describe the level of work required of the person performing the work. The principal duties outlined are the essential responsibilities and duties. Other duties may be assigned as needed.

Please submit your cover letter and resume to [careers@vastsolution.com](mailto:careers@vastsolution.com).