



Job Title: Individual & Small Business Account Specialist
FLSA Status: Exempt
Reports to: Sales Manager
Department: SHOP/Small Business Sales & Operations

Summary:

The Individual & Small Business Account Specialist is responsible for generating and maintaining small business and individual accounts through working with brokers, cultivating relationships, presenting products in AHCT portfolio and providing education on the Affordable Care Act and Small Business Health Insurance options. This position has no supervisory responsibility and reports to the Sales Manager.

Essential Duties and Responsibilities

- Responsible for new business and retention of small group books of business, working with brokers, as necessary.
- Present and explain all Individual and Small Business products in AHCT's portfolio.
- Develop relationships & conduct consultative meetings with brokers to cultivate Small Business employer group & Individual business, using AHCT's proprietary exchange technology platform and unique funding strategies.
- Verify broker certifications.
- Follow through on sales leads including but not limited to quote requests, competitive analysis, and alternative options.
- Support pre-sales and enrollment meetings for clients.
- Assist brokers and small businesses with customer service issues, as necessary.
- Develop and implement strategies to increase Small Business and Individual enrollments and Small Business employer group sales to achieve business objectives in a highly competitive environment.
- Act as a subject matter expert on the Affordable Care Act and the Small Business Tax Credit, APTC, CSRs and eligibility requirements to leverage with new business opportunities and gain market share.
- Uses experience and knowledge of the marketplace to create and implement strategic plans in order to achieve business objectives.
- Responsible for responding to RFP's and formatting quoting platform to be most competitive in the market.
- Other duties as required.

Key Qualifications/Skills

- BA/BS required and/or equivalent experience.
- Minimum of 2+ years of carrier/broker relationships and/or health insurance experience.
- Sales experience a plus

- Strong oral presentation and writing skills.
- Ability to manage and effectively cultivate The CT Small Business and Individual Market Accounts, utilizing strong relationship-building skills.
- Ability to work well in a fast paced service environment.
- Strong organizational and planning proficiency, with the ability to multi-task.
- Prior health insurance industry experience is a plus.
- Producer License preferred or must be willing to become licensed within 90 days of hire as a CT Insurance Producer.(company will assist with the expense)
- Must possess a valid driver's license, and dependable vehicle.
- Must pass mandatory background screening.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus. Occasional lifting of promotional materials (up to 20 lbs).

Work Environment: this is a role based in the home office that requires the ability to have a flexible schedule to meet with clients in the field. The noise level in the work environment is usually moderate. Requires fast-paced deadlines and has a high stress at times. May require travel within CT 75% of the time.

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