

Service Account Manager (Onsite at a Client) Job Description

Description

Position Description:

Health care is changing because it has to. UnitedHealth Group is driving that change because we want to. And, because there's no team, anywhere, that is better equipped to do it. When it comes to talent and remarkable individual achievements we are 133,000+ strong. That's a lot of people doing a lot of great things. For them, and for you, we've created an environment that brings out their best in all the ways that make them special. What words describe that for you? Creativity? Focus? Intensity? Passion? Bring it all. We'll provide you with a mission and a culture that make the most of it. That's why someday, you'll look back at the things you achieved here and realize that you did your life's best work.

The Service Account Manager is responsible for first-level response and resolution or triage of escalated issues with external and internal customers. This role will enhance the overall delivery of benefits and services by providing on-site dedicated support and guidance to a large or complex client. The Account Manager builds relationships with employer/group clients (not individual members) and serves as the primary point of contact for operational service delivery by: representing the client internally, completing projects and reporting, and coordinating with other functions to meet service delivery expectations and address ongoing service needs.

This position will work directly at a client site in (City, State).

Primary Responsibilities:

- Establish and maintain effective relationship with assigned client
- Investigate and manage escalated member level issues through root cause analysis and communicate outcome (in person, telephonically or via written communication) to internal partners or external clients
- Serve as liaison between internal customers and external customers to facilitate member level issue resolution and respond to inquiries
- Track, trend, and proactively review accounts for service opportunities
- Drive process improvement based on trend analysis
- Identify and report system problems in relation to benefit installation and interpretation
- Complete ad hoc report requests and analysis and submit to customer research team as needed
- Document and track all issues and activities accurately within the issue tracking database
- Drive excellence in service within organization and across organization by providing feedback to Operations on service failures
- Strengthen relationship with Account Management Teams and external customers
- Travel to meet with UnitedHealthcare Operations Advocacy and Account Management Team on an as needed basis

Qualifications

Requirements:

- HS Diploma or GED
- 4+ years' account management experience
- 2 years business project management experience
- 2 years healthcare industry experience
- Intermediate Word, Excel, and PowerPoint
- Experience creating presentations and presenting in front of groups
- Demonstrated high integrity and ethical behavior and compliance to applicable laws, regulations and policies
- Excellent verbal and written communication
- Travel up to 25% of the time
- Active license in resident state for Accident & Health or the ability obtain it within 90 days of employment.

Assets:

- Associates or Bachelor's degree
- Medicare insurance experience
- Experience working at a client site

Careers at UnitedHealthcare Medicare & Retirement. The Boomer generation is the fastest growing market segment in health care. And we are the largest business in the nation dedicated to serving their unique health and well-being needs. Up for the challenge of a lifetime? Join a team of the best and the brightest to find bold new ways to proactively improve the health and quality of life of these 9 million customers. You'll find a wealth of dynamic opportunities to grow and develop as we work together to heal and strengthen our health care system. Ready? It's time to do your life's best work.

Diversity creates a healthier atmosphere: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, protected veteran status, or disability status.

UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment. In addition, employees in certain positions are subject to random drug testing.

Resumes must be submitted to the RSA Human Resources Division, Suite 544, 201 South Union Street, Montgomery, Alabama 36104 or to Brian Stewart at Brian.Stewart@rsa-al.gov

Resume Submission Deadline: 5:00 p.m., Thursday, August 25, 2016.