

## Client Service Advisor (Account Manager) – Employee Benefits

At Vizance, we are always moving forward, with an attitude of true partnership among our fellow associates, our clients, our insurance company partners and our communities.

“Vizance” is a unique name that we created. It means “*moving forward*” and is pronounced VIZE-ense (combination of Vision and Guidance). The name embodies our vision: To be the leader in associate loyalty and client relationships.

Vizance is looking for an Employee Benefits Client Service Advisor to join our team.

### WHY JOIN VIZANCE?

Vizance has over 165 associates in 13 locations throughout Wisconsin, and is among the top 1% of all insurance agencies in the United States, based on agency revenue. We are different from other insurance agencies – on purpose! The combination of our Culture, Independence, and Performance / System-Based Mindset clearly differentiate us as a company built to last. Our independence allows us to re-invest in our business and ensures optimal decision making and consistency for our associates and clients.

Vizance has earned a number of awards, including Top Workplaces, Best Places to Work, Future 50, and Fastest Growing Firms, and is proud to be a Minority-Owned Business Enterprise (MBE).

### WHAT YOU WILL DO AT VIZANCE

As a Client Service Advisor, you will be responsible for developing a strong working relationship with Employee Benefits Advisors and your clients. You will work with the Advisor and our carrier partners to ensure the timely and successful delivery of our client service standards. This includes:

- Provide outstanding client service to our Employee Benefits clients
- Maintain accurate records
- Organize and participate as needed with client presentations, including employee enrollment meetings
- Lead the process for plan enrollment including employee communication, case submission and plan implementation and follow up to a successful conclusion
- Serve as resource to clients for current market conditions and ongoing benefit regulation changes
- Manage employee benefits administration, assisting current and new clients with benefits questions, claims, and billing issues to a successful resolution. Escalate issues to the appropriate level if necessary

### WHAT YOU WILL BRING TO VIZANCE

- At least 2 years of Employee Benefits experience, preferably in an insurance agency setting
- Wisconsin Health and Life Insurance License
- Ability to work in a fast-paced environment with attention to detail
- Desire to be part of a growing and collaborative team
- Enthusiasm, exceptional communication skills, and a strong work ethic



## WHAT YOU WILL LIKE ABOUT BEING AN ASSOCIATE AT VIZANCE

- Comprehensive employee benefits package including medical, dental, vision, life, and disability insurance
- 401(k) match
- Paid Time Off (including your birthday)
- Sponsored education opportunities
- A supportive team environment that celebrates success
- Opportunities for growth

If you are looking for a promising career in a growing organization, then we want to hear from you!

Send resume to [careers@vizance.com](mailto:careers@vizance.com)

