

# AVP Client Operations

Businessolver Dallas

Businessolver delivers market-changing benefits administration technology supported by an intrinsic and unwavering responsiveness to client needs. Our clients trust Businessolver to take care of them and their employees with a configurable and secure SaaS platform and a culture of service, all aimed at total and measurable success and our clients' complete delight.

We work with some of the most recognizable brands in the U.S. We look to our rock-star employees to help these clients maximize the investment in their benefits program, minimize their exposure to risk, engage their employees with our easy-to-use solution and full suite of communication tools, and empower their employees to use their benefits wisely.

At Businessolver you will have opportunities for individual development through our common language: ***Trust through transparency. Assume positive intent. Be real. Live a growth attitude. Embrace the reverse golden rule.***

***The AVP Client Operations is a driver of execution. This role is accountable for delivering a consistent, high quality client experience. You are responsible for proactive management, driving accountability and operational execution at all touch points for your clients. The ideal candidate supports all client related activities as well as the needs of the team in order to deliver client delight.***

## **The Gig:**

- Partner with Project Management and Production Planning team members daily to review capacity, team deliverables and performance
- Provide direction on documentation of work requests, participating in discussions to define and assign work to appropriate resources
- Review and analyze performance on client health scorecard weekly, reviewing risk areas with team members as needed
- Act as client escalation point for service delivery concerns to provide oversight and drive delivery of key initiatives, ensuring all items are documented and addressed
- Provide operational performance reports to client leadership team, identifying successes, risks and needs weekly
- Conduct regular strategy meetings with Customer Success team to review client activity, needs and performance
- Lead daily stand-up meetings with team members to communicate business initiatives and review deliverables such as open cases, file activity and other related client maintenance tasks
- Manage team members by conducting regular 1:1's, reviewing work, processes and other team member needs in order to ensure successful execution of assigned tasks
- Conduct new team member training and support overall learning paths for all team members, aligning resources as needed
- Ensure team is executing against Annual Enrollment related activities and proactively engage the clients and internal teams as needed on open items
- Participate in sales finalist meetings and partner with the sales team on prospect visits and scope of services presentations
- Engage in ongoing educational opportunities on product releases, updates and system functionality

### What you need to make the cut:

- 8+ years progressive experience working with brokers, carriers and clients in the Benefit Administration arena
  - Bachelor's Degree in Management, Communication or similar field preferred
  - Experience with Technology, Health & Welfare Benefits, Human Resources, or Health Care strongly preferred
  - Highly motivated, confident, energetic and must possess a positive attitude
  - Strong relationship management and project management expertise, analytical skills and the ability to engage and motivate multiple stakeholders across the organization
  - Excellent communication skills and the ability to apply these skills in either verbal or written form when interacting with various clients, company personnel, and team members
  - You must be a resourceful and creative problem solver – constructively working with team members to find solutions
  - Tech savvy – must have a comfort level with learning new technology and being able to communicate effectively when discussing with clients
  - Desire to learn about the newest cutting edge technology and passion for continuous learning
  - Availability to travel up to 15%
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### **The Businessolver Way...**

Our team has spent nearly two decades crafting a culture that challenges each employee to perform at the top of their game – and have fun doing it! If you desire to use your skills and experience in an environment where you can make a difference, we want to hear from you! Businessolver employees experience a vibrant work culture with extensive workplace perks including:

- **Competitive pay, great benefits, and vacation time.** We are an equal opportunity employer with competitive benefits including medical, dental, life insurance, disability, 401(k) with company match, among others.
- **Smart Casual Dress.** No need to suit up, but we also have on-site dry cleaning services for those that prefer to dress-up!
- **Weekly catered meals.** Breakfast every other Mondays, lunch Wednesdays, and afternoon appetizers on Fridays encourage collaboration across our teams.
- **Fully-stocked kitchens.** We know it takes fuel to perform, so we provide a kitchen stocked with healthy cereals, fruit, snacks, and beverages to keep you at the top of your game.
- **Fitnessolver.** If you need a boost, visit our on-site fitness facility to clear your head.
- **Massages.** With a “work hard/play hard” atmosphere we all need a little stress relief at times.
- **Charity and community involvement.** Participate in a variety of ways to support those around us.
- **Learning & Development.** Continue to learn about the industry through our online and instructor-led classes.
- **Recognition.** Want some swag? Earn tons of it by helping out your co-workers through our employee recognition program.
- **Culture.** Want a culture most dream of? Most companies talk about it, we live it. Come find out for yourself!

If you are interested, please forward your resume to [hhartmann@businessolver.com](mailto:hhartmann@businessolver.com) for consideration.