

**Job Title:** Account Manager  
**Department:** Behavioral Health  
**Reports to:** Chief Operating Officer  
**FLSA Status:** Exempted  
**Grade:** 5

**ESSENTIAL DUTIES AND RESPONSIBILITIES** including the following. Other duties may be assigned. Provide oversight on implementation of new contracts; process supervisor referrals; facilitate EAP orientations; prepare tabletop exercise trainings; prepare compliance hotline reports; update monthly operating report; participate in client companies' open enrollments and benefit fairs; coordinate response to critical incidents

#### **EDUCATION and/or EXPERIENCE**

Master degree in human resource management and counseling and psychology

#### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **JOB PURPOSE:**

Serve as a liaison with customers to accomplish the following:

##### **Account Management**

- Develop effective, productive working relationships with customer contacts.
- Understand the corporate client's culture, policies and businesses.
- Develop a strong understanding of the behavioral health and work/life needs of the client
- Analyze data related to utilization and effectiveness of the program(s) and develop quarterly and annual reports.
- Provide oversight of implementation of new contracts.

##### **Account Services**

- Determine the customer's training needs and customize programs to fill those needs.
- Meet with customers on an agreed-upon basis.
- Provide customers consultation on employee workplace behavior.
- Arrange for or provide onsite critical incident support and oversight of same.
- Provide telephonic support to assigned behavioral health and crisis management accounts
- Arrange and or provide on-site and webinar based training to employee groups on work-life balance, WP Violence, EAP Services and other topics.
- Participate in the on-call rotation to assist customers in providing Account Services.

##### **Business Development**

- Develop opportunities to provide additional FEI services to existing client base.
  - Employee Assistance Programs
  - Work-Life Services
  - Crisis Planning Consultancy Services

- Crisis Response and Management Services
- Wellness Services
- New Services/Strategic Initiatives
- Prepare and present business development concepts
- Act as the lead manager on client-related projects and new programs/initiatives, coordinating the efforts of FEI's team.
- Participate in the preparation of formal RFP response for service proposals.
- Negotiate contract renewals.
- Review and present industry and client specific performance metrics.
- Participate, when needed, in new customer presentations.

### Project Management

- Assume the role of project manager for specific projects, i.e., technology, reporting, etc.

### COMPETENCIES

- Subject matter expertise on a range of issues related to nonprofit management, policy, social issues, organizational development and human services models programs and policies.
- Drive for Results: Focuses on executing consistent high quality results; sets high standards for self; sets up feedback loops and monitors work flow to celebrate success, identifies problems early and develops solutions; focuses on the priorities; explores work challenges from all sides; works to continually improve operations and processes.
- Personal Accountability: Holds self-accountable for achieving goals and commitments; takes responsibility for own actions and for mistakes; willing to be a champion for new ideas; takes appropriate risks to meet goals and to address challenges and opportunities; open to feedback, suggestions, new ideas and facts; actively listens to and understands others; takes responsibility for understanding the goals of and supporting other departments.
- Resilience: Keeps balance, focus and humor during stressful times and promotes and supports the same for all team members; able to recover from setbacks on the path to success; is flexible when dealing with difficult situations; easily makes transitions to new ideas and policies; open and supportive of new approaches and ideas of others; receptive/comfortable with change; can effectively partner with individuals with different communication and work styles; has sense of humor.
- Customer Focus: Understands we are advocates for our customers and treats our network, colleagues, peers, funders, clients and partners as customers; continuously creating new initiatives to improve the overall customer experience and satisfaction; sees issues/customer concerns from customer's point of view; builds positive, respectful, and trusting relationships with both internal and external customers; keeps customer success as a high priority.
- Collaboration: Seeks and enlists active participation of all internal and external customers in handling opportunities and challenges; builds strong working relationships with all stakeholders; addresses conflict immediately in an open, productive, trusting style; provides ongoing open flow of relevant information to team members and other stakeholders and strives for a balance of working independently and creating opportunity for input and feedback; seeks out and welcomes differences; embraces diversity.
- Learning Agility: Learns quickly from all types of situations and is able to adapt behavior to new situations to improve performance; spends time learning new skills and knowledge; takes risks in applying new ideas/thinking/approaches to opportunities and existing challenges; keeps updated on organizational and industry information/changes; studies and understands organization wide and industry trends and new research; collaborates with manager to create continuous development

opportunities; analyzes successes and failures for areas of self-improvement; experiments with creative approaches to new opportunities and managing challenges.

### **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 stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **TRAVEL EXPECTATIONS**

Travel is expected; approximately 75 days a year.

**Approved By:** Human Resources Specialist

**Approved Date:** January 27, 2017

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