

Borislow Insurance Overview:

By way of background, [Borislow Insurance \(BI\)](#) is a nationally recognized employee benefits brokerage and consulting firm. Founded in 1982 by Jennifer Borislow, BI began with a singular mission of making a difference in the lives of clients.

At Borislow Insurance, our core values guide everything we do: **Grow with Intention, Collaborate with Care, Own Your Outcomes, and Create Community**. We believe that a career in employee benefits is more than managing plans, it's about building relationships, solving complex challenges, and supporting people through some of life's most important decisions. We're looking for team members who live these values every day and want to make a lasting impact on the clients and communities we serve.

How do we live the BI Core Four?

- **Grow with Intention**
Stay curious about new benefit strategies, pharmacy programs, and funding models. Proactively bring innovative ideas like captives, ICHRAs, or PBM carve-outs to clients instead of waiting for them to ask. Ensure you stay aware of industry and market trends and learn the most innovative and consultative approaches. Don't wait for others to teach you.
- **Collaborate with Care**
Partner closely with team members, other BI SME's, and carrier partners to deliver seamless, thoughtful & strategic renewals. Respect every voice in a client strategy meeting and work across departments to ensure solutions are practical and people first focused.
- **Own Your Outcomes**
If a client situation escalates or a deadline or renewal misses the mark, take accountability and lead the effort to resolve it. Position yourself to limit your knowledge gaps. Follow through on commitments to clients and colleagues with precision and professionalism and clear communication.
- **Create Community**
Build trusted relationships with clients that go beyond the transactional. Help CFOs, HR leaders, and employees feel like part of our network. Contribute to firm-wide initiatives and support peers so we thrive together, not just individually. At BI we love investing time back into our community.

Borislow Insurance is currently seeking a positive, dynamic and creative Senior Client Manager to join our firm. The senior client manager provides critical behind the scenes support to the client facing Benefit Advisors for our larger, more demanding high value accounts. This position ensures that client accounts run efficiently and accurately. They play a pivotal role in preparing insights, maintaining data integrity and help deliver a positive client experience. They will work with varied funding type clients with an average of 10 -14 accounts. This is a remote position, with expected travel to the office located in Methuen, MA at times, as well as required attendance at client, firm/team and carrier events.

Key Skills and Responsibilities:

- **Data Analysis & Reporting**
 - Support strategic benefits analysis and client engagement by collaborating on data review (costs, trends, renewals, claims), developing benchmarking reports, preparing client presentations and managing the RFP process, including carrier quote comparisons and deliverables.

- **Plan Implementation & Renewal Support**
 - Support operational execution of benefits programs by coordinating plan setups, carrier transitions and renewal timelines. Maintain data accuracy, manage documentation, track project milestones and provide regular client status updates to advisors.
- **Client & Employee Support**
 - Deliver responsive employee benefits support by addressing inquiries on plans, eligibility and claims, escalating complex issues when necessary and assisting with open enrollment logistics – from materials to meeting participation.
- **Documentation & Compliance**
 - Ensure accurate documentation and regulatory oversight by maintaining current client records and plan materials, reviewing compliance documents (e.g. 5500s, SPD's, notices) and supporting ACA reporting and other legal requirements in partnership with the Benefits Advisor.
- **Team Collaboration**
 - Facilitate internal collaboration to support client needs, contribute to team-driven process enhancements, and prepare strategic presentation drafts for the Benefits Advisor.

Qualifications & Experience

- Bachelor's Degree preferred
- 5+ years of related experience in employee benefits consulting/brokering or equivalent insurance company background is preferred
- Proficient in Microsoft Office, Excel and PowerPoint skills required
- Excellent communication, problem-solving, and organizational skills.
- High level of confidentiality and attention to detail.
- Ability to work independently and collaboratively in a team environment within a fast-paced environment.

What We Offer

Borislow Insurance offers a diverse working environment, and the chance to build a career where individual achievements are recognized and rewarded. You will enjoy a competitive compensation package, comprehensive benefits and an opportunity for career growth with a progressive industry leader.

The estimated base salary range for this full-time position is \$80,000 - \$100,000 plus benefits, and can vary based on location. The salary of the finalist selected for this role will be set based on a variety of factors, including but not limited to departmental budgets, qualifications, experience, education, licenses, specialty, and training. The hiring range represents the company's good faith and reasonable estimate of the range of possible compensation at the time of posting.

Submit resumes to Michelle Centore mcentore@borislow.com