Borislow Insurance
Position: Senior Client Consultant
Location: Hybrid/Methuen, MA

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. Our entrepreneurial spirit, combined with a passionate commitment to operating with an innovative mindset, crystallized into our four guiding core values: Create Community, Collaborate with Care, Grow with Intention, and Own Outcomes. In 2021, we entered a strategic partnership with BroadStreet Partners (Columbus, OH) and the Ontario Teachers' Pension Fund ($250B). In doing so, we intentionally aligned with 30 independently owned and operated insurance agencies with revenues that exceed $2B annually, supported by more than 9,100 insurance professionals across the United States and Canada. Our partnership with BroadStreet gives us the scale, succession planning, access to capital and resources of a multi-billion-dollar enterprise while retaining complete autonomy over strategic and operational matters.

The firm is currently seeking a Senior Client Consultant to join the Borislow Insurance team to service & provide forward thinking, strategic consulting to a book of business in the Employee Benefits Department.

Primary Function:

The Client Consultant is responsible for collaboratively managing a block of employee benefit-related accounts. The role includes setting annual & multi-year benefit strategies with clients to ensure both employer and employee satisfaction while managing associated cost expectations. Responsibilities include advising clients, developing customized project plans, setting timelines, meeting deadlines for client deliverables, retaining and growing the existing employee benefits business. The Client Consultant must be capable of applying industry and marketplace critical thinking in an effective manner.

The qualified candidate must have extensive knowledge the following group plans:

- Medical – technical experience with self-funding and carved out PBM strongly preferred; experience with captive arrangement would be a plus
- Health Savings Accounts/ Health Reimbursement Accounts
- Dental
- Life, AD&D, Short-Term and Long-Term Disability
- Voluntary & Worksite Plans

Key Skills and Responsibilities:

- Commit to Borislow's 4 core principles: Own Outcomes. Grown with Intention. Collaborate with Care. Create Community.

- Develop and maintain strong relationships with multiple clients with a high degree of professionalism and sense of urgency
- Work independently and collaboratively both internally and externally with appreciation for “team first” culture
- Work collaboratively with other members of the Captivated Health team to develop, implement and communicate scalable initiatives for all captive
- Negotiate renewals directly with carriers/vendors; function as carrier liaison for client during Request for Proposal (RFP), renewal process, as well as all ongoing service issues.
- Present pre-renewal and renewal presentations with coverage recommendations and supporting details
- Manage post renewal process including periodic reviews with clients quarterly, bi-annually, etc. to review financial performance.
- Keep team up to date on the status of all client accounts.
- Senior Client Consultant should know when to escalate client visibility to management regarding unresolved or sensitive service and benefit related issues, jeopardy accounts, and changes in a client’s organizational and decision maker structure
- Partner with in-house Risk Management team to analyze and deliver financial analysis and reporting using pre-established report formats, as well as produce ad hoc analysis, as required by clients
- Understand and explain key underwriting principles and plan cost drivers
- Partner with in-house Compliance Practice to provide clients with updated information and education on the latest federal and state legislative requirements and changes.
- Commission revenue management as well as general update of data in our CRM - with support of Benefit Analyst.
- Assist in developing and implementing “best practices” in managing, developing and peer reviewing client deliverables

Qualifications and Experience

- BS/BA Degree preferred with a minimum of 5 years of health and welfare consulting experience (specifically with self-funded accounts)
- Must hold an active Life and Health Insurance License