Borislow Insurance
Position: Executive Client Consultant
Location: Methuen, MA and remote

Firm Overview

Borislow Insurance (BI) is a leading employee benefits brokerage and consulting firm. For nearly 39 years, we have served clients across a wide variety of industries and geographic areas. We are strategic advisors featuring multiple subject matter expert practices that are integrated as one team to deliver our unique value proposition to our clients. Our team's deep knowledge and experience is central to our ability to lead our clients in bringing them innovative solutions to their complex challenges. We are passionately committed to building long-term client relationships based on the highest levels of integrity, superior service, and exemplary performance – all done with a true sense of urgency and a personal touch. At a time of great uncertainty, change, and opportunity in the healthcare and insurance industry, BI remains among the fastest growing and most respected employee benefits agencies both locally and nationally.

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

Primary Function:

The Executive Client Consultant is responsible for collaboratively and strategically managing a block of employee benefit related employer client accounts. The role includes establishing multi-year benefit strategies with clients to ensure both employer and employee program value creation while efficiently managing associated cost expectations. The Executive Client Consultant must be capable of applying industry and marketplace knowledge and critical thinking in an effective and creative manner to meet the financial needs of the client while providing them the very best solution to attract and retain employees.

The qualified candidate must have extensive knowledge in employer-sponsored health & welfare related plans to include the following:

- Medical versatility working with all forms of alternative financing and plan design elements
- Pharmacy; traditional/spread and pass-through/transparent
- Account Based Health Plans (FSA, HSA, HRA, etc.)
- Consumer-Driven Health Plans Dental
- Life and AD&D
- Disability
- Voluntary & Worksite Plans
- International
- EAP
- Long-Term Care
- Federal and State regulations impacting employee benefit programs

Key Skills and Responsibilities:

- Must be savvy in our, and our clients' value propositions
- Develop and maintain strong relationships with clients, operating with a high degree of professionalism and sense of urgency
- Work on large and complex employer groups with various funding relationships & plan design elements

- Coordinate all aspects of the clients employee benefit program including strategy, analysis, evaluation, implementation, employee communications and day-to-day account service
- Communicate directly with all client contacts by phone, e-mail, video, and in-person meetings
- Proactively evaluate client needs, assist client in setting annual benefit strategy, set clear expectations, develop and present pre-renewal and renewal presentations
- Provide coverage recommendations with supporting details
- Understand and communicate to clients the key underwriting principles and plan cost drivers
- 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
- Research and embrace new industry concepts, emerging legislation and regulations in the "Employee Benefit" arena
- Manage post-implementation process, including periodic financial and utilization performance reviews with clients
- Partner with our internal Centers of Excellence for the benefit of informing client strategy (Risk Management, Clinical Services, Compliance, Wellbeing, Communication, Education, & Technology, Medicare Solutions, Retirement Consulting, Individual Insurance & Investments, International Benefits, Human Resources Consulting) Ability to work collaboratively with internal and external partners and clients
- Diligent management of client data within our firm CRM Commission revenue awareness and management
- Participate in the development and innovation of best practices and act as a leader and mentor to teammates
- Employee is responsible for adherence to all expectations of our E&O Plus Quality Management Program

Requirements

- Demonstrated mastery of key soft skills (Communication, Self-Motivation, Leadership, Responsibility, Teamwork, Problem Solving, Decisiveness, Time Management, Flexibility, Negotiation and Conflict Resolution_
- Must be able to work with clients at all levels, especially "C-suite decision-makers"
- Ability to conduct large group presentations, boardroom discussions and willingness to travel (post-pandemic)
- Continuous professional development in all areas of employee benefits
- Maintain Life and Health insurance license, meeting all CE requirements
- Strong financial acumen, analytical and mathematical skills
- Willingness to embrace/adopt innovative technology

Experience

- BS/BA Degree, Master's degree desired
- 7+ years' experience in senior employee benefit account management or in a consultative role
- Robust experience in a broker firm/agency environment, carrier, reinsurer, or third-party administrator
- Life and Health producer's license
- Thorough knowledge of all health and welfare products
- Proficient in Microsoft Office products