



Ohio Chamber Insurance Agency (OCIA) Account Manager – Employee Benefits (Experienced)

Overview:

OCIA is hiring an experienced employee benefits Account Manager to service and retain an assigned book of business, deliver high-accountability client support, and lead renewals and enrollment execution. This role is designed for a professional who wants clear ownership, strong internal support, and a benefits package that is meaningfully above market.

What you will do (Day-to-day):

- Manage service delivery and retention for an assigned book of employee benefits clients, partnering closely with the Account Executive/Producer.
- Triage and resolve day-to-day client needs (claims navigation, billing issues, carrier/vendor coordination, eligibility questions).
- Lead renewal workflow: gather data, prepare plan comparisons, support strategy recommendations, and coordinate with carriers and partners.
- Support open enrollment execution as needed (meeting attendance/presentations, employee communications, material preparation and delivery).
- Review contracts, plan documents, and summaries for accuracy; support compliance deliverables (e.g., 5500, wrap documents, ACA reporting) in coordination with the team.
- Identify opportunities to expand lines of coverage during the renewal and service cycle; when appropriate, introduce solutions and collaborate with producers to close business.

Responsibilities:

- Service and retain assigned accounts; document activity and follow-through.
- Maintain strong carrier/vendor relationships; negotiate renewals with the writing agent/sales team where applicable.
- Produce management reporting as required.
- Participate in new business processes and RFP support (data gathering, spreadsheeting, carrier coordination).
- Comfortably pursue cross-sell opportunities and/or generate new revenue through relationships (with additional compensation opportunity).

Required Qualifications:

- Active Ohio insurance license with Life, Accident & Health lines of authority.
- 2+ years of employee benefits account management experience (brokerage/agency preferred) OR equivalent directly applicable benefits servicing experience.
- Demonstrated experience with renewals, plan comparisons, and client-facing communication.
- Proficiency in Microsoft Office (especially Excel) and ability to work in broker management systems.
- Ability to travel within Ohio as needed; valid Ohio driver's license.

Preferred Qualifications:

- Strong experience with RFP processes and case underwriting support.
- Track record of identifying coverage gaps and supporting consultative cross-sell conversations (benefits and/or additional lines).

Skills That Lead to Success:

- Strong listening, prioritization, and follow-through across clients, carriers, and internal teams.
- Above-average written and verbal communication; organized and deadline-driven.
- Professional, client-facing presence; ability to lead and influence in a team environment.

Compensation:

- Competitive base salary (commensurate with experience) plus exceptional benefits.
- Variable compensation opportunity: Account Managers who personally produce new revenue can earn a portion of that produced revenue (structure shared during the interview process).

Benefits Highlights:

- Medical: PPO and HSA options; pre-tax FSA/HSA options.
- Employer Sponsored Dental/Vision
- Life & Disability: Employer-provided life/AD&D plus LTD/STD; voluntary options available.
- Retirement: 401(k) eligibility after three months with employer match
- Money Purchase Pension Plan employer contribution program (eligibility/vesting rules apply).
- Student loan reimbursement program

- Time off: 3 weeks' vacation, sick leave, paid holidays.
- Wellness & perks: Gym contribution, Wellness stipend, Peloton access/membership, phone stipend, free on-site parking.

Growth & Advancement:

At OCIA, strong Account Managers can grow into roles such as:

- Senior Account Manager / Book Lead (larger/strategic accounts, mentoring).

Equal Opportunity Employer: OCIA provides equal employment opportunities to all employees and applicants without regard to legally protected characteristics.