

Junior Account Manager (Global Benefits Management)

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Company: Marsh McLennan Companies

Location: Poland

Category: business-and-financial-operations

Description:

Mercer is seeking candidates for the following position based in the Warsaw office:

Junior Account Manager (Global Benefits Management)

What can you expect?

The purpose of this role is to provide implementation and ongoing support to new and existing GBM clients, as well as internal parties by serving as a client coordinator and business process subject matter expert. Responsibilities include executing account management as part of a client delivery team, proactively assessing and addressing client and business needs.

What is in it for you?

Opportunity to work in a dynamic and truly global team and role

Many development and on-the job learning opportunities

Competitive salary

Flexible working hours and hybrid working model

Business casual dress code, integration and wellbeing events

Multilingual community with inclusive atmosphere

We will count on you to:

Support the execution of client benefit strategy and ensure client satisfaction with underlying services

Serve as the day-to-day point of contact for multinational clients, as well as internal parties such as brokers, on client deliverables and educate them on best practices

On-board and implement new GBM clients

Conduct regular status update calls with clients

Work closely with admin team on client's projects

Report and explain policy data as well as policy renewal outcomes to your global or regional client contacts

Serve as a subject matter expert for all operational processes (implementation, ongoing, and renewals)

Receive inbound inquiries from clients and brokers in need of solution assistance

What you need to have:

Client facing experience

Project management and organizational skills with the ability to prioritize and manage multiple projects simultaneously

Ability to build and sustain strong relationships with clients and internal stakeholders

Excellent command of spoken and written English

Strong communication and presentation skills

Proficient with MS Office and general ease with different systems

What makes you stand out:

Knowledge and experience in employee benefits and/or general insurance area

Team player combined with the ability to work independently with minimal supervision

Good analytical skills and strong attention to details

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