

Job Title: Director, Account Management - Fluently Bilingual (English and French)

Reports to: Vice President, Client Services

Location: Remote, but ideal candidate is based in Canada or the US

Job Summary

We are seeking a Director, Account Management who is preferably fluent in both English and French to support our growing roster of clients.

The Director, Account Management has as their primary responsibility the success of our client programs so that our clients are simply delighted. Such management includes overseeing and driving the launch of the LifeSpeak program, working with the client to promote and grow the use of LifeSpeak and its partner programs, managing any issues that arise with the service we provide, and playing the key client-facing role in renewing client accounts when their contracts are about to expire. LifeSpeak account managers offer very professional, “high-touch” account management services to our clients, and work strategically and proactively with clients in order to make LifeSpeak programs perform optimally. They are extremely responsive, flexible and adaptable to clients’ needs, and address them with creativity and finesse, assuring clients of a truly turnkey experience as a LifeSpeak client.

Key Responsibilities

- Manage customization (along with our development team) and launch new accounts
- Strategize and implement best communications practices for each account
- Draft and create custom client communications
- Liaise with graphic designer to create print and digital collateral
- Maintain regular touch points with clients in order to ensure the best service; this may include working with a partner of LifeSpeak through whom the client was sold
- Review client accounts for up-sell or cross-sell opportunities, and then work with the team to close the opportunities
- Quickly and creatively address and resolve client problems
- Ensure high utilization of LifeSpeak programs for each account

- Coordinate renewal of accounts year over year
- Draft and deliver utilization reports for clients
- Implement and administer special initiatives for each client, such as campaigns and contests
- Integrate LifeSpeak content into client’s online platforms as well as their electronic communications wherever possible
- Work with the greater Operations Team on client strategy and new communications and initiatives
- Provide support on other internal LifeSpeak projects including testing, evaluation and feedback on the functionality and performance of the digital offering
- Represent LifeSpeak when attending client events such as health fairs, lunches and meetings with clients, and other online and in-person events which may include public speaking

Critical Competencies

- Strongly preferred: Fluently Bilingual English and French (written and spoken)
- Ability to be a great teammate
- Excellent written and oral communication skills
- Adaptability
- Can-do Attitude
- Relates to people in an open, friendly, accepting manner
- Self-directed with a sense of urgency in solving the client’s issue
- Client service mentality
- Competency in Word, Excel and PowerPoint
- Bachelor’s degree and overall work experience of 5+ years

Additional Competencies We Value

- Knowledge of customer acquisition and retention processes or the ability to analyze processes
- Knowledge of the corporate health and wellness industry or general healthcare industry

Compensation

- Salary
- Benefits Coverage
- 4 Weeks of Vacation