



## ***VP of Client Services/Account Manager***

### **Job Description:**

ESI Employee Assistance Group is currently seeking a VP of Client Services/Account Manager in the Hudson Valley Region of NY with accounts reaching into Northern New Jersey and Connecticut. The successful candidate should have a bachelor's degree, EAP experience along with Sales /Service experience. This individual will be responsible for all aspects of account service including presentations, trainings, responding to service requests, distribution literature, problem resolution, and account renewal. Travel will be required including possible overnight stays.

### **Function:**

Responsible for establishing, developing and maintaining relationships with key contacts at all assigned accounts. Responsible for all aspects of account service including presentations, trainings, responding to service requests, distributing literature, problem resolution, and account renewal.

### **Scope:**

Performs a variety of duties on own responsibility under conditions where there is little opportunity for direct supervision. Frequently deals with Human Resource managers, financial contacts, business owners, and insurance brokers.

### **Duties:**

- Respond to all service requests from assigned accounts in a timely fashion.
- Conduct training at assigned accounts' sites including product installation and topical training as requested.
- Conduct promotional campaigns aimed at employees of assigned accounts to increase awareness and service utilization.
- Forwards all relevant field information promptly.
- Documents all service activity on a weekly report.
- Coordinates all field service activity promptly.
- Renews account contracts on an annual basis.
- Performs special projects and other duties as assigned.

### **Periodic Duties:**

Attends trade shows as needed in order to generate leads and name recognition. Travel will be required including possible overnight stays.

### **Skills:**

- Strong organizational skills
- Excellent communication skills
- Basic computer skills
- Well organized
- Initiative to service the client
- Motivated self-starter
- Problem solving skills

### **Qualifications:**

- A Bachelor's degree is required, Master's degree preferred
- EAP experience/knowledge
- Sales or Service Experience
- Human Resources or Education experience a plus

**Please send resume' to [careers@theEAP.com](mailto:careers@theEAP.com) or mail to ESI Employee Assistance Group, 55 Chamberlain St. Wellsville, NY 14895 Attn: B. Vossler**