

CLIENT SERVICE SPECIALIST

COMPANY BACKGROUND:

HealthWorks is an independent, WBENC-certified woman owned, health and well-being company, with solutions that help employers build healthy worksites and empower their employees to lead healthier lives. Based in Cincinnati, with regional operations in Columbus, Cleveland, Toledo, and Florida, we provide a regional focus with national reach. We start with biometric health screenings because the journey toward better health starts with good data. From there, we provide health coaching, customized programming, and online engagement tools to meet the needs of all employers. We are a three-year consecutive winner of Top Workplace (2019, 2020, and 2021).

A successful candidate will share our company core values ('**bgreat**')

- Balance- We believe in supporting the many dimensions of well-being.
- Growth – We are committed to personal and professional development and growth through continued learning.
- Respect – We honor and care for each other, appreciating individuals' unique talents and ideas.
- Ethical – We act with integrity, doing the right thing all the time, even when no one is looking.
- Accountability – We take responsibility for the choices we make and actions we take.
- Teamwork – we work collaboratively to achieve a common goal.

JOB SUMMARY:

Full-time position responsible for establishing strong client service relationships and assisting with scheduling screening and programming events for a variety of employer onsite health and wellness programs.

DUTIES AND RESPONSIBILITIES

- Responsible for building strong client relationships to assist in achieving organizational growth goals.
- Work closely with New Business Director in transitioning clients from new business development to account management.
- Communicate and coordinate with internal operations to ensure client satisfaction and successful service execution.
- Collaborate and increase HealthWorks marketplace visibility to position HealthWorks as a trusted partner.
- Responsible for communicating scheduling requirements to assist with adequate staffing to meet the event's participation requirements.
- Responsible for working with the clients to understand programming needs and internal programming coordination to ensure successful workflow execution and enhance client engagement.
- Other responsibilities as needed to support the marketplace.

SKILLS AND QUALIFICATIONS:

- Excellent verbal and written communication skills
- Relationship-building skills
- Self-starter with good problem-solving skills
- Ability to set and meet deadlines
- Well organized and able to determine priorities
- Excellent attention to detail
- Comfortable with Word, Excel, Microsoft Office, and being trained on new technology (e.g., Salesforce and HealthWorks proprietary technology)
- Team player

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EDUCATION/EXPERIENCE:

- Bachelor's degree, preferably in health-related field or comparable program
- Minimum 1-3 years industry related experience.
- Minimum 1-3 years client service experience

This job includes the above requirements but is not limited to them.