

JOB ANNOUNCEMENT**Posting Date:** 1/2/2025**Position:** Client Relationship Manager**Supervisor:** Chief Revenue Officer**Location:** Nashville - Hybrid**

Job Summary:

The Client Relationship Manager ensures that departmental revenue and retention goals are met by developing, retaining and enhancing impactful business relationships with brokers, and key decision makers for potential and existing clients.

Primary Job Responsibilities:

1. Keep brokers and clients informed about the latest industry trends, helping them stay ahead of the curve and leveraging Delta Dental's solutions to meet their evolving needs.
2. Deeply understand your clients' businesses, their industries, and their unique challenges. Continuously learn and adapt, offering tailored recommendations that address both their immediate and long-term goals.
3. Engage at all levels with both decision-makers and those who influence the decision-making process, ensuring Delta Dental's voice is heard and valued.
4. Develop and execute a business plan to drive growth, earnings and retention across your client portfolio, meeting targets for both retention and cross-selling new business.
5. Manage the end-to-end renewal process, including strategy development with underwriting, presentation of the renewal analysis to the client/broker and finalizing renewal negotiations utilizing all available resources to substantiate Delta Dental's value proposition.
6. Consult with employer groups on recommended plan design changes and manage the negotiation and implementation of all plan design changes, including internal documentation requirements.
7. Demonstrate the value of Delta Dental's solutions, including specialty products, and offer creative, proactive solutions to meet their needs. Will be expected to meet established cross-sell objectives into existing book of business.
8. Work closely with employer groups and brokers to understand their reporting needs and manage the delivery and overview of the reporting package.
9. Work closely with internal sales, operations and underwriting teams to ensure alignment, build trust, and ensure clients receive tailored, strategic solutions.

Minimum Qualifications:

Position requires a bachelor's degree and 4+ years' experience in health benefits or client management for large (500+ employees) accounts. Will accept any suitable combination of education, training, or experience.

Position requires the following skills:

- Strong communication, sales negotiation and relationship building skills
- Proven ability to manage and grow client relationships, particularly with large (500+ employees), complex, clients.

- Financial acumen with the ability to identify and drive growth opportunities within the book of business.
- Experience in sales and/or underwriting preferred

****This role is an office-based role. The expectation is the individual will work from the office at least three days a week.**

Disclaimer

Position requires adherence to department and corporate policies and procedures, serve internal and external customers and support the goal of other departments and the company.

Internal candidates: Must have no disciplinary action within the past 12 months.

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

To Apply:

Complete [the Delta Dental of Tennessee Employment Application](#).

We also ask that you complete and submit the Self-identification Forms for [Gender](#) and [Disability](#). We request this information because we do business with the federal government which requests this data. Completing these forms is voluntary, and any answers given will be kept private and will not be used during the hiring process or used against you in any way.

Submit the application and the Self-identification Gender and Disability forms by:

Email to: DDTN-HumanResources@DeltaDentalTN.com

Fax to: (615) 244-8108

Mail to:

Delta Dental of Tennessee

Human Resources

PO Box 23470

Nashville, TN 37202

Delta Dental of Tennessee is an Equal Opportunity Employer.

[Read our complete EEO Policy](#)

"This contractor and subcontractor shall abide by the requirements of 41 CFR 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities."

"This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a). This regulation prohibits discrimination against qualified protected veterans, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans."

“We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.”