

Title: Client Implementations Manager - Health Insurance

Location: Chicago, IL

Start: ASAP

Experience: 10+ years' experience with recent 3+ years in similar role

The Company:

We are a more mature startup in a pre-funding stage that have developed our cloud-based, patent-pending Health Insurance solution, including a Mobile App. We are in the middle of launching this in a very big way with an expanded team. We are recruiting highly-motivated, hardworking and dynamic professionals who can wear multiple hats, and who possess a DNA for a start-up culture.

Summary:

Backed by strong life / annuity or health insurance industry subject matter expertise, this hands-on role involves implementing and delivering our patent-pending insurance solution to our client base that span agencies, carriers and agents. It requires leading a team of US business analysts, working with globally-distributed teams, interacting with clients, and tracking and implementing all issues to the client's satisfaction.

Job Details:

- With strong insurance background, leading the implementation of our cloud-based Insurance solution for Clients
- Developing a deep understanding of the clients' current environments, their requirements, data structures, business processes, operational cycles, and any integration with other business systems, facing off with their leadership team, IT department, business heads and internal champions.
- Creating, maintaining and driving detailed plans for client testing, rollout, implementation, training and go-live
- Provide proactive leadership, mentorship, and hands-on guidance to a growing team of business and implementation analysts
- Constant communication including leading regular calls with our teams and clients, including periodic status reports

- Coordinating with Magnifact development and implementation teams, relaying client expectations, ensuring adherence to project timelines, and delivering the solutions to the client expectations
- Provides leadership for implementation tasks including but not limited to:
 - All product implementations, including quality analysis, and providing feedback to clients.
 - Ensuring that all inputs are provided by client to meet data and implementation objectives for each product.
 - Technical data analysis, delivering project tasks, as assigned, on time and communicating accordingly.
- Interacting with sales, product management, account management, business operations and other stakeholders as needed

Pre-requisites

- Bachelor's Degree in Business, Computer Science, Information Systems or similar field
- Minimum 3 years of experience in a Client relationship / Implementation Manager role with a minimum 1 year exposure to the Health Insurance Domain
- Strong Health Insurance domain / technology skills
- Strong communication and project management skills
- Ability to grasp business needs and assess impacts to complex business operations and systems
- Excellent written and verbal communication include an ability to work across IT and business teams
- Ability to work as part of a cross-cultural team including flexibility to support multiple time zones when necessary
- Solid Microsoft Office skills including Excel, Word, PowerPoint, Access, and Project

Benefits:

- Excellent health insurance program
- Ability to qualify for Company stock grant
- Fun work environment