



Account Management Coordinator

Role Description

Surrey, BC

Opportunity

Helping businesses keep a promise to their employees is a great feeling, and that is what we deliver every day. We are one of the pre-eminent construction industry and business associations in Canada, and we are looking for great team members who want to feel fantastic about the benefit plan services they provide and the good they do.

For nearly 50 years, the **Independent Contractors and Businesses Association (ICBA)** has been the voice of B.C.'s construction industry. Today, ICBA represents more than 4,000 members and clients, protects 150,000 Canadians on one of our plans, and is one of the leading third-party providers of group health and retirement benefits in B.C. and the single largest sponsor of trades apprentices in the province. ICBA undertakes public policy research and advocacy initiatives focused on the construction sector and responsible resource development.

Summary

As an **Account Management Coordinator** for ICBA Benefit Services Ltd., based in-office from our Surrey, BC head office, you will report to the Vice President, Account Management. This administrative position supports a team Account Managers and addresses inquiries and delivers problem resolutions on a daily basis. The candidate must possess both professionalism and a high standard of customer service to execute tasks and projects for internal and external stakeholders.

Responsibilities

- Inter-departmental collaboration and coordination
- Systems management – CRM, Cloud Advisors, MyHSA, etc.
- Preparation and follow up on deliverables for client meetings
- Participation in new group set-up and ensuring smooth onboarding of clients
- Updating the CRM of client changes and communicating company wide
- Providing information to clients for select company offerings
- Work closely with the Underwriting and Admin department for renewals and new business
- Implementing certain admin tasks in user portals
- Performing other duties as required

Requirements

- Strong communication skills (verbal and written), multi-tasking and superior attention to detail
- Highly professional and organized with the ability to meet time sensitive deadlines and contribute in critical projects
- Proficient with MS Office, especially strong with Excel and Word; experience with data repositories such as SharePoint an asset
- Ability to master new software quickly and efficiently
- Capable, self-motivated, able to work well alone and as part of a team
- Friendly, professional, and polite with experience in customer service
- Aptitude with numbers and with accurate data entry
- Task and project focused
- Ability to document and maintain processes
- Interpersonal skills: team player, tactful, sensitive, flexible, works well with others
- Previous group benefits administration experience is an asset

Rewards

- We offer:
 - A competitive base salary
 - Team Bonus structure
 - Full benefits package
 - RRSP matching
 - Vacation
 - Parking/Transportation allowance
 - We encourage professional development and designations, as well as pursuing learning & development opportunities as part of a growing organization

How to Apply

Apply through the job post on [indeed.com](https://www.indeed.com), or submit your resume and cover letter to Leah Rennie, Vice President – Account Management, at leah@icbabenefits.ca.