



JOB DESCRIPTION

Perspectives, a leading Employee Assistance Program (EAP) Service Company in Chicago has an excellent opportunity for a Senior Account Manager. This dynamic role is a key position within Perspectives and serves as the main contact point for the customer. This position, reporting to the Director of Account Management, is expected, via telephonic, electronic, and in-person channels, to market and promote EAP services, increase utilization, complete management consultations, and deliver topical seminars and other presentations to their customer work groups.

The ideal candidate for this position will have a Masters' degree in a Mental Health related field with an LCSW or LCPC. In addition, the candidate will be creative in sourcing and organizing relevant informational materials and would possess robust marketing, social media, and communication skills and possess a working knowledge of Human Resources functions and/or EAP.

Approximately 90% of this position success is the ability to build customer relationships, enhance the customer experience and ensure service delivery while communicating effectively and providing periodic reporting of key metrics to their assigned accounts. The achievement of success within this position is measured through customer retention, promotion and account expansion utilizing the services that Perspectives has to offer.

JOB REQUIREMENTS

- Minimum of 3 years in the MH/CH/EAP field
- 2 years as an Account Manager
- Experience in customer relationship management
- Experience in preparing and leading webinars and seminars
- Ability to leverage social media tools in a business environment
- Familiarity with Microsoft Office products
- Strong organization and follow-up skills
- Ability to work independently and is a self-starter

ABOUT PERSPECTIVES

Perspectives, Ltd is an established Chicago-based Workplace Resources company specializing in the nationwide delivery of a wide array of Work Life Resources including EAP, Organizational Consulting/Development and Wellness Services.

Our business practice is predicated on solution based services with practical workplace applications. We believe that early intervention in both individual and organizational issues yields the most effective results. For more information, please visit www.perspectivesltd.com

If interested, please send you resume to: rlitz@perspectivesltd.com

Only candidates meeting the requirements will be contacted.

ALL INQUIRIES ARE CONFIDENTIAL.