

Perspectives Ltd. | 20 N Clark Street Chicago, IL 60602 | February 24, 2022

## **Job Description**

Perspectives, a leading Employee Assistance Program (EAP) Service Company in Chicago, has an excellent opportunity as a result of its growth for an Account Manager to join the team.

Remote work is available for this position. Accepting applicants in the U.S. States.

This position, reports to the Director of Account Management.

## **Account Manager Role & Expectations**

The Account Manager's main role is to manage significant customer relationships through relationship expansion within the organization, consultative service opportunities, and facilitation of but not direct involvement in high-level clinical and related business issues. The Account Manager is expected to take full responsibility for the growth and retention of their book of business.

## **Specific Responsibilities**

- Lead implementation efforts
- Take major responsibility of contract management for customer contracts to ensure business retention and growth with customer organizations under the guidance of the VP of Operations.
- Analyze and manage utilization patterns, growth and reporting ensuring that customer organizations are meeting mutually agreed upon utilization goals. This involves a comfort and ease with KPIs and utilization and competitive trends.
- Be responsible for developing and continually updating a marketing plan for each customer with KPIs tailored to that customer. This will involve ensuring that customers and all their employees are receiving ongoing, relevant, and appropriate promotional material.
- Develop, maintain, and strengthen current liaison relationships at customer organizations; expand relationships throughout customer organizations by addressing their human capital/performance needs and where possible, getting to know and interact with decision-makers at that customer organization.
- Serve as an external consultant and facilitator to customers on organizational topics including but not limited to employee relations, crisis response, behavioral health, risk management, leadership development, team building, recruitment, and retention.
- Identify and transition sales opportunities under the guidance of the Account Management Director and the VP of Business Development and Organizational Consulting.

- Work collaboratively with the AM team to develop new, creative solutions to meet the ever-changing needs of Perspectives' customers.
- Work successfully and collaboratively with all Perspectives' departments, including Perspectives' leadership team, Access Center, clinical and sales teams.
- Remain on top of current HR, EAP, behavioral health and competitive marketplace factors.
- Identify and manage the growth of affiliate needs in the areas for the AMs book of business.

### **Required Strengths**

- Experience in Human Resources, Employee Relations, and/or Employee Assistance Programs
- High degree of business acumen; ability to assess customer organizations' needs quickly and accurately, and develop/deliver innovative solutions
- Strong oral and written communication skills essential; seasoned facilitator with proven presentation and training skills
- Strategic thinker and energetic team player interested in driving further expansion of Perspectives service lines.
- Innovative thinker with a "can-do" attitude that adapts quickly and efficiently to the ever-changing needs of our customers.
- Comfortable with Microsoft Teams, Zoom, and Microsoft Office. Willing to quickly learn and utilize new technology to continue to optimize our service levels with customer organizations.

### **Experience**

- The ideal candidate for this position will have a minimum of a bachelor's degree. An MA in Social Work or Psychology, MBA or HR experience or certification are a plus. Must have 2+ years' experience in account management. Excellent communication, leadership, and relationship building skills with an eagerness to get involved in what the Company does for its customers are a must. Innovative and creative problem-solving.

### **About Perspectives**

Perspectives was founded on a simple idea: Empower people to achieve well-being. Since launching our counseling and psychotherapy practice in 1981, we have believed access to mental healthcare is a key ingredient in well-being. Through our work, we realized that if we wanted to have a greater impact, we needed to provide resources to address the stressors that impact mental health like work, finances, family and beyond.

We expanded into the workplace as an Employee Assistance Program (EAP) provider offering access to work/life resources, as well as counseling. In doing so, we observed that many of the issues that organizations and teams experienced revolved around interpersonal, relationships, leadership effectiveness, team development and workplace culture. This inspired us to build out our organizational consulting offering.

40 years later, we have a counseling and psychotherapy practice, a robust EAP offering and an organizational consulting group.

As we continue to grow, there is one question we are always asking ourselves. How are we empowering people, teams, and organizations to achieve well-being?  
For more information follow us on LinkedIn and Twitter.

If interested, please send you resume to Kellie Calderon at [kcalderon@perspectivesltd.com](mailto:kcalderon@perspectivesltd.com)  
Only candidates meeting the requirements will be contacted.  
ALL INQUIRIES ARE CONFIDENTIAL.