



About Helpr: Helpr specializes in providing tech-forward family care solutions and we're looking for a dedicated Account Executive to join our growing team. We sell our services as employee benefits and thus our clients are Benefits, Total Rewards, and People teams. This role is pivotal in the success of our client accounts by supporting the Client Success team's KPIs, client relations, and reporting.

Position Overview: The candidate will report directly to the VP of Client Success and will be responsible for balancing customer-facing communication with internal project management objectives. The role requires a deep understanding of client culture and demographics to build sustainable relationships and manage client expectations effectively. We are looking for someone who is forward-thinking, globally minded, and able to analyze data to present insightful reports to clients. The candidate must also exhibit a high degree of professionalism and possess the ability to liaise with both domestic and international clientele. Ideal candidate is comfortable leading a meeting with top leaders in enterprise as well as rolling up their sleeves to attend to detail.

Responsibilities:

- Build and maintain trust-based relationships through open and interactive communication.
- Support and inform client expectations regarding utilization based on their offerings, executive goals, and opportunities for growth.
- Manage accounts to contract specifications as well as customer expectations.
- Grow existing accounts to build revenue and retain valuable enterprise accounts.
- Assist in the preparation of client renewals, including work orders and pricing proposals.
- Manage the production of high quality, client-facing assets with appropriate tone and meaningful analysis.
- Understand and manage account details and service line specifics.
- Guide and manage outcomes of internal teams on service level agreement expectations and account specifics.

- Oversee implementation documentation including file storage, communication material customization, and eligibility files.
- Create and manage client contract and utilization dashboards using tech and data tools.
- Communicate success metrics, seasonal trends, and service line utilization gaps to inform marketing initiatives.
- Prepare and present monthly utilization reports and year end reports.
- Support ad hoc client data requests.
- Analyze raw utilization data to derive meaningful use cases, trends, and anecdotes - and use that data to develop long and short term projects to support account benchmarks.
- Build and communicate utilization projections based on historical account data and book of business data.
- Execute billing and purchase order invoice management.
- Plan and execute client events, including budgeting, client rates, pass-through fees, and optimizing event margins.
- Liaise with both domestic and international clientele to ensure seamless communication and service delivery.
- Assist the implementation process with new clients starting at contract negotiation.
- Execute swift and effective onboardings for corporate accounts and maintain relationships with key buyers in the Human Resource Space.
- Travel for client events as needed.
- Expectations may deviate from this list from time to time as Helpr is a scaling fast.

Requirements:

- Minimum of 5 years of account management experience with enterprise clients in the employee benefits space.
- Spanish speaking is a plus.
- Ability to quickly learn new business information platforms and custom analytics.
- Strong interpersonal skills with a customer-oriented approach, compassion, and adaptability to different personalities.
- Excellent written and verbal communication skills.
- Strong organizational, record-keeping, and analytical skills with a focus on process improvement.
- Robust problem-solving, strategic planning, and critical-thinking abilities.
- Ability to project manage in your sleep.

- Demonstrated high-achieving performance, attention to detail, and a proactive attitude.
- Forward-thinking and global mindset, with the ability to analyze and interpret data to provide actionable insights to clients and to the Helpr team internally.
- High degree of professionalism, in a WFH context or in person
- Ability to set long term goals and implement projects to meet those goals. Self management is essential

Perks and Benefits:

- Potential for work-from-home, all locations encouraged to apply. .
- Competitive salary and benefits package.
- Opportunities for professional growth and development.
- Inclusive and supportive company culture.

Apply now to Ariel@helpr-app.com with a resume + any supporting information desired. .