



**Live Healthy America is seeking an experienced and qualified Account Manager to join our team!**

Live Healthy America is a fun and carefree environment that encourages healthy living, creative thinking and fresh ideas. Our wellness solution motivates, educates and empowers organizations to make positive and lasting lifestyle changes to achieve optimal health. We offer online customized wellness challenges that bring together teams of friends, families, employees and communities to create a lifestyle of healthy habits and physical activity that leads to improved nutrition and weight loss.

**Account Manager Job Duties:**

The Account Manager serves as the primary business contact for the client and is responsible for client satisfaction. The Account Manager is expected to consistently provide excellent customer service to accounts, as well as represent client needs and goals within the organization to ensure quality. In addition, the Account Manager will build relationships with clients to encourage new and repeat business opportunities.

**Responsibilities:**

- Manage client relationship after sales process, working together in teams or independently to implement programs for clients.
- Provides team members and company stakeholders with consistent information for overall awareness and understanding of expectations regarding all projects.
- Serve as primary client / project lead for internal and external meetings
- Build relationships with multiple client account stakeholders at various organizational levels. Participate in face-to-face meetings and /or relationship building events with various client contacts.
- Identify trends in the client experience and the participant experience that could be enhanced through operational changes or enhancements.
- Support overall program measurement needs in partnership with other team members as appropriate to examine program outcomes and analysis of performance.
- Program development or upkeep of wellness programs such as communication, reports, incentives; including PowerPoints, meeting notes and marketing.
- Reports to the Director, providing regular input on all account activity, including status, progress, issue resolution, escalations and successes on a weekly basis.
- Customer service support – answering customer service calls/emails and requests.
- Sales team support – assisting the sales team with web demos, sales materials, and sales requests.

**Requirements:**

- Proficiency with all Microsoft Office Applications
- 3+ years of Account Management or Client Service experience
- Bachelor's degree (or higher)
- Professional maturity and business acumen
- Exceptional written, verbal and presentation skills
- Ability to work under pressure, organize and prioritize responsibilities
- Light travel



**Preferred Qualifications:**

- Located in the Dallas Fort Worth Metropolitan Area
- Background in wellness programs and/or wellness industry experience (3+ years)

**Benefits & Perks:**

- Competitive salaries and bonus program
- Medical, Dental and Vision coverage
- 401k Match
- Casual dress code
- Paid time off and holidays

Please contact Jim Barclay at [jim@livehealthyamerica.com](mailto:jim@livehealthyamerica.com) if interested in this position!