Cornerstone Executive Search has been exclusively retained by Forrest T. Jones to conduct their search for a Specialty Benefits Program Manager.

SPECIALTY BENEFITS PROGRAM MANAGER

Forrest T. Jones | Fidelity Security Life Insurance Company

Fast Facts

- **Business Unit**: Specialty benefits, including vision, dental, and hearing products
- **Key Partnership**: Director of the strategic business unit
- **Primary Scope**: Client relationships, program coordination, and implementation of new and revised products
- **FLSA Status**: Exempt

The Organization

Fidelity Security Life Insurance Company and its affiliates provide insurance and related services to clients, corporations, employers, and individuals. FSL offers innovative life and health insurance plans, financial services, and customized insurance products for niche markets.

FSL's mission is to provide meaningful, tangible benefits to customers at the time they need them most. Its vision, "Promises Kept. Trust Earned.", is supported by four values: Innovation, Financial Strength, Customer-Focus, and Trustworthiness.

The Opportunity

The Specialty Benefits Program Manager will help manage FSL's book of vision, dental, and hearing products and client relationships. This role offers the opportunity to work across product development, account management, and operational teams to translate client needs into coordinated programs and timely implementation.

The Position

Working closely with the business unit Director, this individual serves as a liaison between clients and FSL. The role coordinates product specifications, deal terms, documentation, and internal and external workflows to support new and revised programs and manage ongoing client needs.

The Ideal Candidate

The ideal candidate brings supplemental health industry experience, strong management and negotiation skills, and a customer-focused approach. This person communicates complex information clearly, builds productive relationships, and takes initiative to anticipate problems and adapt to changing conditions.

Key Responsibilities

Client Relationships and Program Coordination

- Serve as a liaison between clients and FSL, developing strong internal and external relationships and understanding and managing customer needs.
- Coordinate internal workflows across accounting, claims, contracts, compliance, legal, product control, and other departments to address client requirements.
- Direct workflows with external parties for underwriting, claims, policy issuance, premium administration, and client administration.

Product Development and Implementation

- Partner with Product Development to define product specifications and revisions required by client relationships.
- Work with Reinsurance, Contracts, and Legal to define terms and assist with negotiations.
- Communicate deal terms to the Account Manager for implementation of new or revised programs and products.
- Provide direction to internal departments on requirements for timely implementation of new products and accounts.

Documentation and Quality

- Review administrative agreement documents to help ensure accuracy and timely delivery.
- Review policy and certificate materials for accuracy, along with advertising materials and proposals.

Qualifications

Education and Experience

- Bachelor's degree.
- At least five years of experience in the supplemental health industry, preferably with an insurance carrier or third-party administrator (TPA).
- Excellent computer skills, including word processing and spreadsheets.

Leadership and Professional Competencies

- Strong management and negotiation skills.
- Ability to convey complex ideas clearly and concisely in writing and conversation.
- Timely, appropriate communication; strong listening skills; and thoughtful questions that establish clarity and support high-quality work.
- Ability to build and maintain relationships that strengthen individual and business unit performance, resolve conflicts, invite different perspectives, and respect differing viewpoints.
- Self-directed approach, flexibility, and ability to adapt to rapidly changing conditions while anticipating problems and identifying alternatives.

Work Environment

Work is generally performed in an office environment. The position requires the ability to stand and sit frequently throughout an eight-hour period and reach vertically and horizontally. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

About Cornerstone Executive Search

Cornerstone Executive Search is a leading retained executive search firm that helps great companies recruit great people. For more than 40 years, our firm has served client companies with executive talent acquisition, leadership development, and career transition services in Kansas City and across the Central Midwest. Our firm has successfully completed more than 1,600 retained executive search assignments for C-suite, President, Vice President, Director, and Management-level positions.

To apply for this position, please send your resume or referrals to:

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