



Job Title: Wellness Specialist

Reports To: Senior Director of Account Management

Department: Customer Success

Job Summary:

The Wellness Specialist (WS) plays a critical role in managing key tasks related to all WellRight clients. The role includes assisting with daily activities supporting the account management team through pre and post implementation of health and wellness solutions. The WS provides ongoing client service and support. This is an entry-level position.

Duties/Responsibilities:

- Configure wellness programs using administrator system tools
- Ability to thoroughly research and troubleshoot client issues and report back to clients and AM team member in a timely manner
- Create client reports, run system generated reports, and deliver all significant findings to Account Management to analyze and deliver to clients upon request
- Provide regular communication between the account management team, support team, and the client
- Support account management team with client needs as required
- Work directly with the customer support team and field tickets from all current customers on an as needed basis
- Assist with Wellness Program Relaunch including program configuration and managing client relationships

Requirements

- 2-3 years account support experience, preferable interest in the health and wellness space
- Technical competence, including a basic understanding of CRM Systems and SaaS platforms
- Proficient with excel for reporting and data analysis purposes

- Must be able to “wear many hats”
- Works well in collaborative environment
- Creative and analytical self-starter willing to dig in and own projects
- Able to handle stressful situations and deadlines
- Plan and carry out responsibilities with minimal direction
- Undergraduate degree required
- Located in the Chicagoland area