



## Program Manager

**Location:** Jacksonville

**Status:** Full-time, salary

An industry-leading employer wellness solutions company based in Ponte Vedra Beach, Florida, Health Designs serves business owners who understand that people are the heart of their success. Now in its 27th year, Health Designs pioneered many of the processes now considered the gold standard in the wellness industry. Its award-winning and highly-credentialed team puts proprietary strategies and programs to work for over 300 employers in every major sector of the economy, improving productivity and workplace culture, reducing health-related costs, and increasing employers' bottom line. We seek a stand out professional with exceptional customer service and communication skills. Come join our high performing team!

### Responsibilities:

- Primary liaison for all carrier relationships and accountable to service-level agreements
- Oversees day-to-day account management activities to include discovery, coordination, implementation, and evaluation of service delivery
- Generates creative approaches to addressing complex problems and opportunities
- Mastery of carrier internal resources and programming
- Works closely with Team Leads to ensure service delivery success
- Maintain internal files and databases with all client data
- Assists with recruiting and developing new field team members
- Perform biometric screenings integrated with Intrinsic Coaching (training provided)
- Follows the information security management system and policies and actively reports on its effectiveness

### Qualifications:

- Bachelor's degree in health promotion, health administration or health-related discipline at a minimum
- 3-5 years' experience in program management or corporate health and well-being
- Experience working directly with multiple levels of customers (Project Managers to C-Level Executives), this is a client facing position
- Experience developing and maintaining strong relationships, both within the company as well as with external clients
- Strong personal presence in a client facing role
- Expert communication and interpersonal skills
- Solution Oriented
- Customer Service Oriented
- Excellent knowledge and skill using Microsoft Office Suite and web-based applications

### What skills you need to be considered:

- Expert knowledge of Program and Project Management
- Team oriented with ability to manage tasks independently and take ownership of responsibilities
- Detail oriented with thoroughness and accuracy when accomplishing a task
- Passion for wellness personally and professionally
- Positive attitude
- Dedicated to high service standards
- Critical thinking and problem-solving skills
- Willingness and flexibility to travel and meet early morning events
- Proficient at managing priorities

Please send resumes to: [britney@healthdesigns.net](mailto:britney@healthdesigns.net)

Health Designs

35 Executive Way, Suite 110

Ponte Vedra Beach, FL 32082

[www.healthdesigns.net](http://www.healthdesigns.net)