



keep.meSAFE Account Manager, ON

Do you thrive in a fast-paced, customer centric organization? Do you enjoy interacting with clients? Are you detail-oriented and able to multi-task? Are you able to adapt and learn quickly? If you answered YES to these, please read on!

Based out of Markham, ON and reporting to the Program Manager, the **keep.meSAFE** Account Manager is responsible for developing and maintaining strong client relationships by effectively supporting the client and relevant stakeholders through the implementation and ongoing management of the **keep.meSAFE** Program. You will be expected to be an active team member by supporting work efforts, providing feedback while ensuring customer service excellence.

keep.meSAFE and **guard.me International Insurance** recognizes people as our most valuable asset. We look for individuals who like working with and helping people and who are interested in long-term career growth within an established, successful company. The work environment is fast-paced and high-energy. You'll get a chance to communicate with others, as everyone's input is valued. The culture is truly collaborative. You'll be working with an established award-winning team with an impressive track record.

If we still have your attention, please read through the responsibilities and qualifications and if you think you're a good fit, we'd love to review your resume!

Responsibilities:

- Implementing, launching and supporting the program at various institutions across North America (predominantly Canada), sometimes simultaneously
- Drive awareness of and engagement with the program through various current and yet to be determined initiatives
- Leading program implementation with clients to ensure that they have what they need to properly promote and introduce the program
- Client facing activities including leading presentations and stakeholder meetings
- Contributing to long-term program engagement goals
- Nurturing constant feedback loops to assess program implementation strengths and identify areas for improvement
- Ensuring goals are met in areas including customer satisfaction
- Implementing changes and interventions to ensure project goals are achieved
- Organize and/or attend conferences and other events to promote the program
- Develop a consultative relationship with each partner and work to promote client retention and consult with Director, Partnerships on potential campus expansions
- Collaborate with and support Executive team, Sales team, Suppliers, Partners, Admin team, Campus Ambassadors, etc.
- Contributes to projects and initiatives as directed by the Program Manager

Travel Healthcare Insurance Solutions Inc. – HR Department

80 Allstate Parkway, Markham, Ontario L3R 6H3

Tel: 905-752-6210 Toll-free: 1-877-873-8447

Email: hr@guard.me Website: www.guard.me

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- 40% time includes travel almost exclusively in North America
- All other duties as assigned

Qualifications:

- Post-secondary degree
- 2-3 years Account Management or Client Relations experience, preferably within a post-secondary or educational environment
- Ability to establish a quick rapport across a diverse group of stakeholders from students to staff, and management
- Ability to champion and lead campus partners, sharing strategies and educating partners on tactics that maximize student engagement Critical and analytical thinking
- Strong presentation skills
- Superior communication skills (verbal and written) in English and French
- Strong organization and planning skills
- Ability to work with minimal supervision
- Ability to manage confidential information with discretion and tact
- Advanced knowledge on online meeting and sharing platforms
- Advanced knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Disclaimer: Please note that this document is intended to provide an overview of job accountabilities and does not necessarily list all tasks related to the job.

How to Apply:

Please e-mail your cover letter and resume to hr@guard.me (sub: “keep.meSAFE, Account Manager ON”), with details of relevant work experience and why you feel you are a good candidate for this position.

We thank all candidates, but only those selected for an interview will be contacted. We are not accepting calls from Recruiters at this time.

keep.meSAFE and guard.me is an equal opportunity employer and encourages applications from all qualified individuals. Accommodation will be provided to requesting candidates during the recruitment process. We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.

About Us

keep.meSAFE is the industry’s first and only digital mental health support program for international students. The platform offers students immediate and confidential access to culturally relevant counselling in their native language, day or night. Students have the option of connecting with a professional counsellor via an app or by mobile phone, online chat, video, email or in person. Created specifically with international students in mind,

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keep.meSAFE is designed to complement existing on-campus counselling services and is fully customized to each school.

guard.me International Insurance is the premier provider of quality healthcare insurance to the International Education and Travel Market. We provide comprehensive health insurance products for international students who are studying in Canada and for international students who are studying outside of Canada, as well as teachers and participants in exchange, co-op and work abroad programs. Since 1994, we have continually worked to exceed the expectations of our clients by offering superior service, comprehensive policy benefits and fast efficient claims processing that continue to surpass industry standards.

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