



Eder Financial

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Position Announcement: Client Services Manager March 2023

Eder Financial is looking for a manager-level individual to deepen client relationships and manage client satisfaction while enhancing operational efficiency. If the following bolded statements sound like you or someone you know, please submit a cover letter, resume, and three professional references to Tammy Chudy at tchudy@eder.org

“I am a leader who likes to proactively problem solve.”

Our manager-level positions require individuals who can appropriately solve for the spoken and unspoken needs of our external and internal customers.

“I can work remotely.”

While we do have some tasks and meetings which require an onsite presence, most of our work is done remotely from our homes or on-site at our client locations so we need people who work well independently.

“I want to care for myself and my family.”

We have a fair compensation structure with a strong benefits package that includes organizational contributions for retirement, medical, life, and long-term disability, as well as options to add dental, vision, and short-term disability coverage. In addition, we offer 22 days of vacation, accrued at the start of the year. We also have flexible work hours within a basic workday structure.

“I see meaningful work in the simplest of tasks.”

We offer products and services that enable security, wellness, and stability in a constantly changing world. Within that context, we are looking for people who will manage strategic initiatives but also pitch in with seemingly small tasks that show we care for those we serve.

“I want to work for a brand of influence.”

Eder Financial provides retirement, insurance, and organizational investing to over 5,000 individuals and client organizations nationwide. It is an agency organization of the Church of the Brethren which believes in peace, simple living, family values, and service to one's neighbors. We are strategically evolving our entrepreneurial mindset to expand our client base and therefore our influence.

“I am a person of faith.”

This is a full-time, exempt position working for a not-for-profit, faith-based organization that aligns with peace church traditions. Our employees practice their faith in a diverse array of worldviews and denominations.



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“I have relevant content knowledge and experience.”

The Client Services Manager position requires at least an undergraduate degree, 4 to 8 years of experience, effective oral and written communication skills, and experience in managing client service initiatives to support the brand and its products and services.

This position requires a person who enjoys working in a team environment, coordinating and executing client service visits, and networking. The ideal person is detail and data oriented, knowledgeable in employee benefits and asset management, comfortable presenting business reviews, workshops, and employee group sessions. Working knowledge of CRM software is a plus. The individual will use this background to manage relationships for a group of assigned clients to deepen client and member engagement and satisfaction.

“I want to work with the decision makers in the organization.”

The Client Services Manager position reports to the Director of Client Services, Loyce Swartz Borgmann.

“I am available for some travel.”

The position is expected to have 25-50% travel associated with it. It requires attendance at an annual conference each year in July. Other conference opportunities and networking or educational travel as needed in order to fulfill client and professional development needs. Organizationally, we meet in person a few times a year.

“I might be a fit or know someone who is!”

To learn more about our organization, visit www.ederfinancial.org. To apply, email a cover letter, resume, and three references to Tammy Chudy at tchudy@eder.org.