

Summary of Position

The Sales Agent typically holds Life and/or Health insurance license and works directly with consumers to help them obtain new policies. This position works in a call center setting and reports to the Performance Manager.

Responsibilities:

- Contacts and qualifies prospective customers and explains features and merits of policies offered, recommending amount and type of coverage based on analysis of prospect's circumstances
- Communicates professionally with customers to explain policies, show value of brand(s) represented, follow-up as necessary to sell appropriate plans or policies
- Calculates and/or quotes premium rates for recommended policies
- Develops and maintains thorough product knowledge
- Demonstrates a high degree of integrity and follows compliance/quality assurance requirements
- Utilizes client and/or company-provided computer systems to perform accurate and timely data entry and submit applications
- Follows scripts and designated sales processes to complete sales in a compliant and effective manner
- Actively participates in training and coaching on an ongoing basis to improve performance
- Other duties may be assigned

Qualifications:

- Exceptional communication and people skills to deliver coaching effectively
- Drive and motivation to maintain and increase production levels
- An active applicable resident insurance license or the ability to obtain one
- Extensive experience directly managing and coaching licensed insurance agents or other sales professionals in a related industry

Supervisory Responsibility:

- This position has no supervisory responsibilities

Required and/or Preferred Education and Experience:

- Valid applicable resident insurance license
- Accountable for maintaining good standing with state department(s) of insurance and any other applicable regulatory agencies
- One year of sales experience preferred
- One year of call center experience preferred

Position Type/Expected Hours of Work:

- This is a full-time position
- Days and hours of work are typically Monday through Friday from 8am to 9pm; however, they may be Monday through Sunday from 7am to 12pm during open enrollment and high-volume periods.
- Hours average 40 hours per week during regular operations