



## Sales Support Specialist, Disability Insurance

### Job Summary

The Sales Support Specialist is responsible for providing proactive sales support that is effective and responsive to agent needs and requests with the primary objective of building agent relationships and facilitating disability income insurance sales growth through incoming phone calls, emails, and other communication channels. The Sales Support Specialist works directly with the Internal Regional Sales Representative to ensure all sales support activities are deployed effectively within designated region. The Sales Support Specialist reports directly to the Internal Sales Manager.

### Responsibilities

- Possess strong knowledge of products, competitive marketplace, agent distribution, tools (sales and technology) and overall sales system to best deliver proposals, or other appropriate solutions/responses per agent requests.
- Answer and respond to agent inquiries made via inbound phone calls, department emails or other communication channels within stated service levels for designated region.
- Process incoming proposal calls by providing requested proposals.
- Provide sales expertise to agents on product information, sales tools, and sales process.
- Provide proactive coordinated follow up with Internal Regional Sales Representative on sales activity and opportunities within the respective region.
- Maintain accurate agent records by loading agent information as updates are received.
- Address concerns regarding general product questions or agent software use and escalate if needed to an Internal Regional Sales Representative, Regional Sales Manager, Sales management or IT Help Desk, as appropriate.
- Assist with new agent process and on-boarding by:
  - Obtaining prospective recruit information
  - Loading recruit data and notifying Internal Regional Sales Representative
  - Maintaining and processing product information requests and pending actions in appropriate sales system.
- Initiate calls to clarify situations, address requests, confirm seminar scheduling or other reasons as appropriate.
- Initiate outbound calls as directed or when workflow provides the opportunity; achieve designated contact goals as outlined by sales management.
- Assist management in completion of special database projects or other department projects as assigned.



### **Job Qualifications**

- Bachelor's Degree required\*
- Sales experience a plus
- Strong communication skills
- Good organizational and time management skills
- Detail-oriented and capable of multi-tasking
- Ability to conduct oneself with professionalism and integrity
- Ability to take initiative and work with little supervision
- Ability to build agent relationships through support efforts
- Good problem solving skills
- Ability to work and interact with respect in a team environment
- Familiarity with Microsoft Word, Excel, Power Point

\*College or university must be sufficiently accredited and listed in the U.S. Department of Education Accreditation Directory.

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