

Sales Support Specialist

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 individual insurance lines sales growth through incoming phone calls, emails, and other communication channels. The Sales Support Specialist works with all regions to ensure all sales activities are deployed effectively for growth of the product line(s), as a whole. The Sales Support Specialist reports directly to the Sales Training & Operations Manager. Position is eligible for Sales Incentive Program.

Primary Responsibilities

- Possess strong knowledge of individual life & disability income products, competitive marketplace, distribution, tools (sales and technology) and overall sales system to best deliver proposals, or other appropriate solutions/responses
- Answer and respond to inquiries made via inbound phone calls, email or other communication channels within stated service levels, from distribution partners.
- Process incoming proposal phone calls by providing requested proposals/information and proactively offering solutions to fit the distribution partner and/or client situation
- Provide sales expertise to distribution partner on product information, sales tools, Illinois Mutual's systems and sales process.
- Provide proactive coordinated follow up with team members on sales activity and opportunities within the respective regions.
- Advise distribution partners on potential opportunities, with current and future customers, with Illinois Mutual's product offerings, policy rider options, contractual obligations available to customers, etc.
- Maintain accurate distribution partner records by loading information as updates are received, to the CRM and other company systems.
- Address concerns regarding general product questions or Illinois Mutual software use and escalate if needed to Lead Sales Support Specialist, Sales management, or IT Help Desk, as appropriate.
- Assist with new distribution partner process and onboarding by:
 - Obtaining information to get prospective distribution partner set up in Illinois Mutual systems, accurately; Notify appropriate team members for additional follow up opportunities; Maintaining and processing product information requests and pending actions in appropriate sales system
- Initiate calls to clarify situations, address requests, confirm event attendance 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.



Qualifications

- Associate degree or Illinois Mutual approved equivalency 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 distribution partner relationships through support efforts
- Good problem solving skills
- Ability to work and interact with respect in a team environment
- Familiarity with a Customer Relationship Management system(s) a plus

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

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