

JOB DESCRIPTION

Seasonal Licensed Insurance/Medicare Sales Agent

Reports To: Client Operations Manager

General Description:

The Licensed Insurance Medicare Sales Agent will be responsible for membership/sales with one of our premier carriers using effective phone sales efforts. Assist in managing call flow by adhering to the standard process of updating and/or creating prospect records. Will assist prospects in comparing programs and enrolling them into the best plan. In addition, the role will require facilitation and coordination of communication between members, family members, and customer staff effectively through telecommunication.

Hybrid work location: This is a seasonal, non-exempt, hourly/hybrid schedule position and will generally be remote with limited in-office attendance/requirement. Some in-office training will be required at start of agreement.

Compensation: Base plus incentive.

Key Responsibilities:

- Increases membership through effective sales;
- Assist customers and members in a branded, friendly, proactive and efficient manner with appropriate follow-up as necessary;
- Answers incoming calls;
- Provides specific plan information, answers questions and provides direction to prospects and clients;
- Orders literature as required;
- Ensures departmental and CMS compliance by following policies and procedures.
- Adherence to call scripting and key performance metrics to achieve highest customer satisfaction;
- Participates in outbound initiatives when required;
- Answer, investigate, and/or direct customer/member inquiries or complaints to the appropriate team member;
- Support internal business units during periods of high demand.

Minimum Requirements

- Active Michigan Health Insurance Sales License
- High School Diploma;
- Insurance Sales experience;
- Call center environment experience;
- Ability to work in a fast-paced environment and demonstrate exceptional multitasking abilities;



- Knowledge of Medicare and insurance products is preferred;
- Prior telesales or telemarketing is a plus;
- Professional and pleasant phone etiquette;
- Strong interpersonal and communication skills;
- Meticulous attention to detail;
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, and Access).