

**Sagicor Life Insurance Company  
Job Description**

**Department:** Producer Resource Center  
**Position:** Insurance Sales Expert – Non-Exempt  
**Grade:** 2  
**Supervisor:** Senior Manager Producer Services

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**Position Purpose**

Furnishes comprehensive sales support services to both the independent and career sales channels. Able to provide quick and accurate support to sales representatives on a wide range of sales support issues concerning product information, application status, commission payment procedures, licensing and product illustration assistance. Ensures that the highest level of service and sales professionalism is provided to the Company's distributors.

**Duties/Responsibilities**

- ◆ Have command of Company product knowledge, able to assist agents on a wide range of product questions.
- ◆ Knowledge of the Company's Licensing and Contracting process and must be able to guide new appointments through the appointment process or with any specific licensing issues or questions.
- ◆ Capable of providing Illustration support on the Company's complete range of products.
- ◆ Knowledgeable in compliance matters and able to provide guidance in advertising rules and regulations.
- ◆ Skilled at directing our Producers through the new business process and providing additional assistance in better understanding of processing requirements.
- ◆ Familiar with commission statements and calculating compensation. Proficient in chargeback provisions and how they apply to each contract level.
- ◆ Competent in the underwriting process and able to assist on submission requirement information, examination requirements, and underwriting classifications.
- ◆ Informed on all of the Company's marketing brochures and information.
- ◆ Able to navigate the various Company systems to efficiently respond to producer inquiries.
- ◆ Familiar with the Company's Website and able to instruct producers on where to find and review outstanding requirements and the other features and benefits of our Producer Portal.
- ◆ Works closely with the Regional Sales Managers to support the Marketing Organizations and production goals as set forth by Sales.

- ◆ Required to complete 8 hours of community service. Participation can only be done through the organizations that have been designated by Human Resources to each Sagicor business/office location. These hours are to be scheduled through your Department Manager.

**Educational/Experience Required**

- ◆ Minimum 5 to 10 years experience in customer support with knowledge of Life Insurance concepts and operations.
- ◆ Bachelor's Degree (Business, Marketing or related field) or equivalent combination of applicable work experience and/or education.
- ◆ Superior oral and written communication skills with influencing skills.
- ◆ Motivated self-starter with the ability to work in a high pace and tight deadline environment.
- ◆ High initiative individual with the ability to take ownership of problematic opportunities and convert them into a favorable result.