

<b>Job Title:</b>	Sales Manager – Life & Health Contact Center	<b>FLSA:</b>	Exempt
<b>Division:</b>	Insurance	<b>Revision Date:</b>	2/17/2021

**Position Purpose:**

The Sales Manager – Life & Health Contact Center is responsible for developing and growing the Individual Life Insurance, Individual Health Insurance and Senior Insurance Products businesses. The position will lead the Life & Health Contact Center's sales and service staff, cultivate insurance carrier relationships and is responsible for meeting the Life & Health area's business and sales objectives.

**Essential Functions:**

- Manage all aspects of the Life & Health Contact Center's sales and service staff including performance management, hiring, coaching and developing new and existing talent to meet individual and team objectives.
- Responsible for reaching/exceeding premium & expense goals of the Life & Health area.
- Initially serve as agent/manager (player/coach) ... evolve into a purely leadership role.
- Serve as Subject Matter Expert (the "Go-to person") for the sales team. Stay current with insurance license, certifications, and CE requirements.
- Manage flow of leads to the Contact Center and evaluate/critique lead sources.
- Maximize Salesforce.com as a sales, CRM & reporting tool – among agents & developers
- Develop & refine training program(s) for L&H Contact Center sales team.
- Actively develop and implement sales strategies and processes, which will result in achieving or exceeding new sales volume and profitability objectives.
- Cultivate a professional, team environment and add to the positive Midwest Heritage culture & relationships with our partner insurance carriers

**Secondary Duties and Responsibilities:**

Performs other job-related duties and special projects as required.

**Knowledge, Skills, Abilities Required:**

- Commitment to the Midwest Heritage mission and willingness to promote the values of the company.
- In-depth knowledge of the senior market and insurance products
- Excellent organizational and time management skills.
- Strong leadership and training skills.
- Strong understanding of sales techniques, practices and the ability to apply & teach them successfully.
- Strong verbal and written communication skills.
- Proficient computer skills including Microsoft Office, Salesforce.com & ancillary applications.
- Self-motivation, strong work ethic and interpersonal skills with the ability to build relationships with internal and external clients.

**Education, Experience, and Other Requirements:**

- Bachelor's degree in business or related field
- Will consider history of applicable experience in lieu of degree.
- 5+ years of experience in the senior insurance &/or health insurance industries.
- Experience must include proven sales - with supervisory experience preferred.
- Current insurance license in good standing with the Department of Insurance and willing to acquire further certifications or state license if required.
- Valid Driver's License required.

**Reporting Relations:**

Accountable and Reports to: VP, Life & Health

Supervisor Responsibilities: L&H Contact Center - Sales and Service Staff

**Working Conditions and Physical Requirements:**

- The duties of this position are normally performed in a general office setting. This is a fast paced work environment.
- This position is classified sedentary/light and requires the ability to sit for long periods of time.
- There is frequent pressure to meet deadlines and handle multiple projects in a day.
- Visual requirements include: ability to see detail at near range with or without correction.
- Must be able to perform the following physical activities: sitting for long periods, talking (in person and by telephone), hearing and repetitive motions.

**Travel:**

Less than 10% travel throughout the Des Moines area and to Chariton, Iowa

**Equipment Used:**

Computer (PC with Microsoft Office programs), telephone, calculator, telephone, copier, fax, and printer.

**Other Position Requirements:**

**Contacts:** This position works with Midwest Heritage employees, customers, Hy-Vee employees, vendors and outside agents doing direct business with Midwest Heritage.

**Confidentiality:** This position has the responsibility to protect the privacy and confidentiality of customers, employees and bank/insurance/financial information at all times.

In the performance of their respective tasks and duties all employees are expected to:

- Follow all state and federal regulatory requirements and complete assigned training courses within the required timeframes.
- Perform quality work within deadlines.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

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This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Your signature indicates that you have reviewed this job description and understand all expectations. Please return a signed original to Human Resources for the employee file.

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**Employee Name (please print)**

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**Signature of Employee**

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**Date**