

JOB ANNOUNCEMENT

Posting Date: 02/20/2024
Position: Small Business Coordinator
Supervisor: Manager, Sales & Strategic Partnerships
Location: Nashville, TN

Job Summary:

Market Delta Dental small group (<50 eligible employees) products and services, either direct to employers or through agents, brokers, or consultants, within an assigned sales territory to include renewal of existing accounts within assigned sales territory.

Primary Job Responsibilities:

1. Identifies Agents, Brokers and Consultants that sell small group benefits within assigned territory and develops ongoing relationships that enhance awareness of Delta Dental products and services.
2. Occasionally conducts face-to-face meetings and makes presentations to external brokers.
3. Initiates proposals for prospective groups or brokers in a timely manner.
4. Submits new group documents accurately to implement new groups and start the enrollment process.
5. Records proposals, sales and relationship development activity as requested.
6. Appoints new agents and processes agent of record changes according to company policies and procedures; includes adding and maintaining Agent records in Laserfiche.
7. Assist Brokers and Direct Clients with renewal inquiries and provide renewal docs upon request.
8. Assist Brokers and Clients with issues that cannot be handled by the Rapid Response Team.
9. Manage the Individual Plan mailbox for online Client Inquiries to determine what is needed on each request.
10. Return calls that are transferred by AEs from individuals who are looking for coverage.
11. Process Individual Plan enrollment forms that are submitted by Brokers.

Perform other related assigned duties as necessary to complete the Primary Job Responsibilities as described above.

Minimum Qualifications:

Position requires a high school diploma, college degree preferred and two years' inside sales experience; or two years' experience in insurance or benefits service/support position. Will accept any suitable combination of education, training, or experience. Maintains a Tennessee Agent's License.

Position requires the ability to work independently; attention to detail and accuracy; multiple tasks; prioritize workload; and effective oral and written communication skills. Requires a TN Driver's License.

Position requires adherence to department and corporate policies and procedures, serve internal and external customers and support the goal of other departments and the company.

Must have no disciplinary action within the past 12 months.

Disclaimer

This description is intended to indicate the general responsibilities and level of work difficulty that will be required of positions given this title, and should not be construed as declaring what the specific duties and responsibilities of any particular position should be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing responsibilities shall not be held to exclude other responsibilities that are of similar kinds or levels of difficulty.

If you are interested in this position and possess the qualifications required, please complete this form and an Employee Application Update (available from Human Resources) and **return both** to Shanda Tucker within 5 business days of the Posting Date.

Signature

Date

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.”

“This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a). This regulation prohibits discrimination against qualified protected veterans, and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans.”

“We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.”