

## **DIRECTOR OF INSURANCE SERVICES**

Are you a passionate customer service professional who feels you have reached your potential with your current employer? Are you dedicated to helping others succeed by providing solutions to their needs? Do you have experience leading others in a customer service or sales environment, or are you looking to take a leadership role in your career?

We are seeking qualified candidates, not defined by past successes, but rather by a desire to improve the way insurance agencies operate. The Missouri Association of Insurance Agents is the largest and most effective insurance agent trade association in the state, and the greatest part is that we are hiring. Members of our insurance department are problem solvers. They listen to insurance professionals around the state and then provide insurance solutions so that their agencies are protected. You won't be talking to clients about auto, or home, or health insurance, but instead about professional insurance coverage to protect their own insurance agencies.

What do we look for in successful candidates for our corporate culture?

1. You **MUST** have an absolute passion to help our customers.
2. You **MUST** be willing to learn about our insurance products.
3. You **MUST** be comfortable communicating with clients on a daily basis.

So, what will you be doing in this position? Here is just a sampling:

- Provide quality customer service to existing clients, potential clients and members
- Review new and renewal applications and request additional information when needed
- Perform account assessment/management of assigned clients and potential clients
- Demonstrate time management skills that allow thorough completion of all duties within specified deadlines
- Maintain consistent, clear verbal and written communications with clients as required
- Make sales phone calls to solicit new clients
- Cross-sell additional coverages to current clients
- Promote membership in the association
- Supervise two insurance department employees
- Keep up to date with changes impacting the department and its policies, processes and procedures
- Review the department's procedures to ensure work is being completed in the most efficient manner possible and work load is properly distributed
- Serve as main resource for the department's two employees when dealing with complex or unusual circumstances

You **DON'T** have to have an insurance background to be successful in our association; you do have to have a longing to learn about the association's products and tell our story about those products to other insurance professionals. You also **DON'T** have to have a sales background, but if you do, you should definitely be talking to us.

It's not for everybody, but if you have a passion for helping other insurance professionals succeed, talk to us about starting your career with us.

Salary and Benefits:

- Starting salary \$46,000 - \$50,000, with potential for sizable bonuses
- 401(k)
- Cafeteria plan
- Health and dental insurance
- Paid time off

To apply, submit resume and cover letter to [svanleer@moagent.org](mailto:svanleer@moagent.org).