



# BROKERS' SERVICE MARKETING GROUP

**Title: Team Support Coordinator**

**Department: New Business**

**Status: Non-Exempt, Full Time, 40 hours per week**

**Manager: Underwriting New Business Manager**

**Updated: 11/2/2016**

**Job Purpose:** Provide administrative support to the new business team and BSMG's clients to facilitate processing and placement of our insurance and annuity business

## **Duties**

- Screen, log, assess and direct incoming mail to appropriate recipients
- Update department Client Management System with appropriate status and documentation including but not limited to application entry, follow up tasks, pending business, policies and customer inquiries
- Coordinate and prepare insurance and annuity policies for delivery to agent and or client
- Communicate directly with customers either by telephone, electronically or face to face
- Respond promptly to internal and external customer inquiries
- Obtain and evaluate all relevant information to handle product and service inquiries
- Direct requests and unresolved issues to an appropriate supervisor
- Communicate and coordinate with other departments
- Provide assistance to department as directed by management or senior members of team

## **Skills/Key Competencies**

- Can prioritize workflow and understand urgency
- Must have attention to detail and understand its importance
- Is highly organized.
- Is comfortable with technology. Can use the internet with ease and can enter data quickly and with accuracy.
- Is able to meet deadlines within tight timeframes
- Must be a self-starter and enjoy working in a team environment
- Excellent communication and telephone skills are required; this includes both written and verbal communications.
- Is able to problem solve.
- Understands the need for change and is flexible when needed.

## **Required Background**

- A high school diploma
- Experience in an office environment is preferred but not required
- Proficient in Microsoft Office: Word, Excel, Outlook

**Disclaimer:** The above information describes the general nature and level of work performed by employees in this position. It is not intended to be a comprehensive inventory of all duties, responsibilities and qualifications of employees so classified.

**To apply:** Send Cover Letter and Resume to [pam@bsmg.net](mailto:pam@bsmg.net)