

Internal Sales Support Representative

First American Insurance Underwriters (FAIU) is a Needham, MA-based brokerage general agency specializing in Life, Long-Term Care, Disability, and Annuity products. Our experienced team delivers exceptional underwriting, case design, and service. We represent more than 40 insurance carriers nationwide enabling us to find the right carrier for the advisor's client's needs and place their most challenging cases.

We are looking for an eager, customer centric Inside Sales Support Representative to help grow our business. A successful Inside Sales Support Rep is one who is motivated to learn, has impeccable accuracy, can prioritize and respond to requests in a timely fashion, go the extra mile and have a positive upbeat demeanor.

Essential Functions

- Build strong relationships with new and existing advisors
- Assist advisors in selecting carriers and their products that will best meet their client's needs
- Competitively position illustrations and recommend appropriate products to aid advisors
- Work closely with external sales to support and develop winning sales ideas and proposals for customers
- Quickly respond to inquiries relating to complex and technical questions while demonstrating an understanding of multiple carriers' product portfolios and cross selling opportunities
- Recognize new opportunities to market and position products and improve service and sales
- Develop and enhance industry and product knowledge to effectively communicate and build credibility with advisors and internal team
- Develop a thorough understanding of our systems and processes so anyone using our services has a quick, accurate, and reliable experience

Experience/ Qualifications

- Bachelor's degree or equivalent work experience
- 3+ years relevant insurance industry experience strongly preferred
- Self-starter with proven track record of exceptional performance
- Strong interpersonal and customer service skills and the ability to explain products, tools, concepts, and processes to a diverse customer base
- Excellent problem-solving skills and attention to detail
- Articulate and persuasive communicator (both written and verbal)
- Ability to build strong working relationships both internally and externally
- Must possess a strong work ethic, a positive demeanor, good organizational and account management skills, enthusiastic team player, and the ability to energetically engage advisors
- Proficiency in Microsoft Office along with demonstrated technical ability
- Motivated to continually learn and grow skill set
- Capable of conducting oneself with a focus on service excellence, fair dealing, and client-first decision making

FAIU offers growth opportunities, a flexible work schedule, and a competitive benefits package.

To apply, Email resume to jbolio@faiu.com