



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,
INCLUDING ALLIANT HEALTH PLANS
JOB DESCRIPTION**

JOB TITLE:	Sales Manager	LOCATION:	Dalton, Georgia
DEPARTMENT:	Customer Care	REPORTS TO:	Director of Customer Care

Job purpose

The Sales Manager is responsible for developing and maintaining relationships with community and business partners. This position will manage department work flows, conduct sales meetings, maintain carrier relationships, develop sales forecasts/monthly reports, and manage growth.

Duties and responsibilities

- Presents and sells multiple insurance products to new and existing customers while providing impeccable customer service
- Develops and implements sales initiatives for existing and potential products
- Prospects and contacts potential customers
- Exercises responsive and timely follow-up to customer inquiries in an effort to finalize and/or preserve the sale
- Recommends solutions and provides product options to meet customer needs, including increased coverage and product combinations
- Provides easy to understand explanations of health benefits
- Demonstrates knowledge of insurance product guidelines
- Remains current on product offerings, enhancements, and/or changes/modifications
- Maintains state licensing requirements, keeps abreast of regulatory changes and requirements
- Resolves customer inquiries and complaints
- Sets follow-up appointments to keep customers aware of latest developments
- Networks with small business owners in Marketing Area to generate referrals
- Markets through referrals and professional networking
- Identifies individual prospects from leads generated via events, meetings, web and cold calls
- Initiates contact with prospects to understand their needs and present our value proposition
- Develops and delivers tailored, engaging, solution options based on our portfolio of services
- Closes deals with clients for various services, meeting quarterly sales targets
- Works with any applicable trade associations to bolster relationships and identify new customers
- Develops training protocols for our inside sales team and Customer Service Representatives
- Works closely with Marketing & Communications to create external sales material
- Coordinates with Marketing & Communications to provide clear communication internally and externally
- Coordinates with our inside sales team in all aspects of the sales, order entry and customer service processes
- Other duties as may be assigned



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Qualifications

- Bachelor's Degree or higher required
- Minimum of 3 years of successful sales experience
- Proven ability to generate leads and close sales
- Major account experience; proven client engagement skills including relationship building, negotiating and closing
- Active Life and Health License required
- Strong negotiation skills

Competencies

- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
- **Communication skills** - Possesses effective communication skills: oral, written, listening
- **Computer skills** - Skilled with computers, takes advantage of new technology, learns new tools quickly, uses technology to enhance job performance
- **Sales Skills** - Understands marketplace, works to meet prospect/customer needs, effective closing technique
- **Results Orientation** - Ability to understand objectives to be accomplished, develop a plan to achieve them and deliver timely results
- **Product Expertise** - Knows product features, understands marketplace, shares expertise with others
- **Interpersonal Relations** - Establishes and maintains effective working relations with employees and others within and outside the organization
- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives

Physical, Mental, Environmental & Working Conditions

Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Needs flexibility and adaptability to change. Candidate must be self-disciplined and a self-starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.



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Direct reports

N/A

Version:	Owned By:	Executive Review/Approval:	Date:	Choose One: Initial - Review Only - Revised
1.0	Human Resources	Mark Mixer, CEO Amanda Reed, COO Joe Caldwell, CFO Celeste Richards, VP Erin Malone, Director of Customer Care	08/15/2017	Initial