

JOB DESCRIPTION

Job Title: Retention Specialist
Department: Member Services
Reports To: Operations Manager
FLSA Status: Exempt
Date: June 27, 2024

SUMMARY

The Retention Specialist is part of the Customer Care Team. This person will answer inbound calls and advise on policy and claims questions, policy changes, and surrenders. The Team Member works with 1891 Financial Life members to understand their financial goals and calculate risk. The Specialist formulates creative life insurance and financial solutions to prepare the best options for the member. Position requires an in-depth knowledge of insurance and annuity products. Ability to evaluate facts, policy provisions and caller information to create the best solutions.

The Retention Specialist will also assist with daily processing of transactions on policies to pay out surrenders, loans, RMDs, maturities and any settlement payments requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Compete daily tasks as required in the processes and procedures of the Service and Retention Specialist desk.
- Share basic policy information with members.
- Assists members with initial death claim calls.
- Utilize salesforce to track phone messages, emails and correspondence with all members.
- Assist and provide backup for mailroom services.
- Perform special projects as requested by various departments.
- Annual education of Life Insurance classes to keep up with industry changes
- Work with Operations Supervisor to conduct in-depth reviews and analysis of inforce life insurance policies.
- Identify and present potential sales opportunities.
- Assist and influence insurance producers to coordinate with Home Office team to provide sales support.
- Provide guidance to members regarding Partial and Full Surrenders, Minimum Required Distributions, Maturities and Loans.
- Make daily calls to new members to ask and answer any follow up questions.
- Collaborate with Sales, Accounting and Member Services to handle agent and member inquiries.
- Update information and maintain daily communication with Sales team and Management.
- Perform responsibilities in a consistent, professional manner while exercising strong verbal, interpersonal and customer service skills.

- Enhance and strengthen the relationship between members and the organization.
- Perform any additional duties that may be assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- In-depth knowledge of insurance and annuity products as well as insurance planning strategies
- Detail oriented with exceptional analytical and critical thinking skills
- Ability to problem solve when issues are uncovered and resourcefulness to find appropriate solutions
- Self-starter with ability to work independently in an autonomous environment
- Ability to clearly articulate complex matters, both verbally and in writing
- Goal and results focused
- Demonstrate ability to provide high level customer service
- Must have exceptional time management skills
- Must have knowledge of Microsoft Office 365
- English/Spanish Bi-Lingual a plus but not required

Education and/or Experience:

- Bachelor’s Degree or equivalent work experience preferred
- Minimum of 2 years in the financial services industry
- Salesforce or other CRM system experience
- Life Producer Insurance License preferred or working towards licensing
- Other financial services or life insurance professional designations a plus

Communication Skills:

Ability to read and analyze certificates and policy documents. Ability to respond to common inquiries or complaints from members.

Mathematical Skills:

Ability to calculate simple math figures and amounts such as discounts, interest, and percentages.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing and Spreadsheet software such as Word and Excel. CRM system a plus.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.
- Employee may occasionally be required to lift and/or move up to 15 lbs.
- Specific vision abilities required by this job include close vision and distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is in a typical office environment.
- The noise level in the work environment is usually moderate.