

**Ohio PPO Connect (OPPOC)
JOB DESCRIPTION**

JOB TITLE: Sales Associate (Exempt)

POSITION SUMMARY:

Sales Associate markets company products to consultants, brokers, and payers and directly to corporate prospects throughout OPPOC's target markets to achieve corporate sales objectives. Ongoing responsibility for working collaboratively with Sales Manager(s) and OPPOC Executive Committee to create and improve OPPOC customer products and sales. Sales Associate duties and responsibilities include working closely with customers to determine their needs, answering their questions about our products and recommending the right solution(s). You should also be able to promptly resolve customer complaints and ensure maximum client satisfaction. To be successful as a Sales Associate, you should stay up-to-date with product features and maintain OPPOC's culture in excellence standards.

Ultimately, the duties of a Sales Associate are to achieve excellent customer service, while consistently meeting the sales goals.

PRIMARY RELATIONSHIPS:

Within the Organization, the position has primary working relationships with the Executive Committee, Customer Service and provider relations staff at each Member network as needed.

Outside the organization, the position creates and builds on relationships with new and existing Third Party Administrators, Stop Loss Carriers, Brokers/Consultants and employers.

RESPONSIBILITIES:

- Research and source potential broker, employer, TPA, Stop Loss carriers (clients) and build and maintain long-term relationships
- Develop relationships with current clients and associated partners
- Propose customized solutions to suit individual clients to Exec Committee for consideration
- Pursue contract signatures if necessary upon execution of sale or renewal amendments
- Source appropriate documents necessary to obtain quotes, maintain client records and prepare summary reports
- Provide monthly sales/marketing updates/reports to Executive Committee
- Keep abreast of industry and market trends and best practices
- Maintains knowledge of local health care market and OPPOC competitors
- Analyzes plan and propose solutions for market changes and industry trends
- Maximizes the visibility of OPPOC through all applicable media outlets and attend exhibits/conferences
- Develops and implements strategic marketing plans aimed at prospective clients consistent with the goals and objectives of OPPOC
- Participate with executives to determine positioning of OPPOC regarding stop loss ratings
- Conducts presentations to employees during enrollment periods upon request of client
- Keeps abreast of legislative issues as they relate to industry
- Performs other duties as assigned

REQUIRED QUALIFICATIONS:

- 3 years of previous working experience in Sales or management in the managed care PPO environment plus two years of successful insurance experience involving account management or customer service. Experience in both self-funded and fully insured products
- Excellent communication and presentation skills
- Resilient spirit and a persistent nature
- Impeccable interpersonal skills and friendly attitude
- Well organized with time great management abilities
- Associates degree in Finance, Marketing, Business or similar relevant fields or equivalent work experience
- Maintain current unrestricted Licensure by Ohio Department of Insurance (HIC/LIFE) to sell accident, health and HMO products

TRAITS AND ATTRIBUTES:

- High level of awareness of pertinent details; excellent organizational skills.
- Excellent verbal and written communication skills.
- The ability to communicate at both the client management and employee levels.
- Must handle pressure effectively.
- Professional appearance and demeanor.
- Able to maintain confidentiality.
- Excellent computer literacy and skills with the ability to master programs needed for position.

SALES ASSOCIATE TOP SKILLS AND PROFICIENCIES:

- Meeting Sales Goals
- Negotiation
- Sell to Customer Needs
- Motivation
- Sales Planning
- Build Relationships
- Manage Processes
- Market Knowledge
- Leadership capabilities
- Teamwork
- Detail oriented

PHYSICAL DEMANDS AND WORK CONDITIONS:

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.

- Must have unrestricted Ohio Driver's License
- Must be able to hear, speak, and see and to coordinate motor skills.
- Must be able to climb, lift 25 pounds, stoop and bend and reach above head.
- Ability to collect data, interpret findings, set priorities and carry out established plan.
- Ability to read, write and utilize manual and computerized systems of documentation.
- Proficient in Office Suite products

REPORTING RELATIONSHIPS:

Position Reports To: OPPOC Executive Committee