

**QUALITY CARE PARTNERS
JOB DESCRIPTION**

JOB TITLE: Sales Associate

POSITION SUMMARY:

Ongoing responsibility for working collaboratively with Sales Manager to create and improve QCP customer products and sales. Sales Associate duties and responsibilities include working closely with customers to determine their needs, answer their questions about our products and recommend the right solutions. 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 QCP'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 Sales Manager, Dir of Finance and CEO, Customer Service representative and provider relations 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 throughout Ohio.

RESPONSIBILITIES:

- Research and source potential broker, employer, TPA, Stop Loss carriers (clients) and build long-term relationships
- Develop relationships with current clients and associated partners
- Persuade prospective clients to engage in a phone conversation and/or meeting to discuss QCP services/products
- Advise clients on the QCP products that best suit their needs
- Customize programs to suit individual clients
- Deliver approved contracts to new clients and pursue contract signatures if necessary
- Re-assess the product needs of existing clients before renewal
- Source appropriate documents necessary to obtain quotes, maintain client records and prepare reports and secure sales
- Keep abreast of industry and market trends and best practices
- Analyzes consumer needs and determine how current services of QCP are meeting these needs, as well as gaining input from consumers in the development of new services
- Maximizes the visibility of QCP through media exposure and attendance at exhibits/conferences
- Understands benefit design and reinsurance market as well as fully insured industry trends
- Keeps abreast of legislative issues as they relate to industry.

REQUIRED QUALIFICATIONS:

- 3 years of previous working experience in Sales
- 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 or similar relevant fields
- Maintain current unrestricted Licensure by Ohio Department of Insurance (HIC/LIFE)

DEMONSTRATE QCP VALUES:

- The values of Quality Care Partners are demonstrated on a daily basis and reflected through job duties and responsibilities as evidenced by:
- **Caring:** Seek to listen, understand and respond to our customers' needs with care; Communicate with co-workers and customers with positivity and empathy; Be good stewards of QCP resources.
- **Excellence:** Strive to exceed, not just meet expectations; Always deliver services with accuracy and efficiency; Recognize and utilize your strengths and the strengths of others.
- **Improvement:** Bring new ideas to create positive change and solutions; Be open to the ideas and suggestions of others; Be an advocate to continuously improve QCP.
- **Accountability:** Take ownership for your daily decisions; Stay focused on your job and eliminate distractions while at work; Demonstrate QCP values in everything you do

TRAITS AND ATTRIBUTES:

- High level of awareness of pertinent details; excellent organizational skills.
- Excellent verbal and written communication skills.
- 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

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 Drivers 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.

REPORTING RELATIONSHIPS:

Position Reports To: Sales Manager