

**POSITION: Sales Support Specialist**

**REPORTS TO: Plan Counselor**

**Position Summary:**

Friends Life Care is seeking a Sales Support Specialist, to be responsible for sales operations and ensuring a positive customer experience. Working closely with our Plan Counselor, they will manage the sales pipeline and process, send out quotes, and engage with potential members, etc. Using their outstanding interpersonal skills, especially with older adults, the Sales Support Specialist will be vital in responding to inquiries, providing stellar customer service, problem-solving, and tracking sales leads in the CRM.

In this hybrid role, they will work remotely from their home office and in person at our Blue Bell, PA office, as well as attend Friends Life Care sales seminar presentations in southeastern Pennsylvania and Delaware. The ideal candidate is organized, collaborative, a professional communicator (in-person, on the phone, in email and via videoconference) and results driven. In addition, the ideal candidate will be comfortable working in a small company and growing their experience and skills in the position.

**Key Responsibilities:**

- **Engagement and Sales Outreach:** Engage with suspects, prospects, and applicants during the lengthy sales cycle. Follow up with inbound inquiries, set appointments for sales consultations, answer basic questions to ensure eligibility, send out fee quotes, and leverage LinkedIn Navigator to generate new leads. Appointment setting requires proficiency in Zoom and Microsoft Office Suite.
- **CRM Lead Management:** Enter new leads and update existing ones in Salesforce CRM, ensuring accurate and timely data entry. Document contacts with prospective members in notes to maintain clear and concise records.
- **Event Support:** Attend seminars and live webinars to assist with check-in and set up. Help take event registrations and contact registrants to confirm attendance via phone, email, and text.

Effective time management and interpersonal skills will contribute to event success.

- **Collaboration and Problem-Solving:** Work closely with Marketing and Admissions to address underwriting delays, re-quotes, and to maintain ongoing communication with applicants to move them efficiently through the sales pipeline.
- **Work Ethic and Multitasking:** Demonstrate a strong work ethic and the ability to thrive in an environment with periods of fast pace. You'll be responsible for multitasking and following directions effectively.
- **Growth Opportunities:** Embrace opportunities to learn and grow within the role as the role may offer a pathway to growth in the position or to other positions in the sales and marketing department.

### **Qualifications:**

College degree preferred but not required, minimum – some college-level coursework in areas of communications, business, sales.

2-3 years of proven experience providing sales support.

Proficient in computer software systems including MS Office.

Experience in or willingness to quickly learn Salesforce CRM, LinkedIn Navigator.

Outstanding communication and interpersonal skills – verbal and written – and demonstrated customer service.

Excellent organizational skills, time management and attention to detail skills.