

The ASA Group

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Job Title: Insurance Support Specialist

Job brief

Provide high-level administrative support by conducting research, handling information requests, and performing clerical functions. To perform this job successfully, an individual should have strong computer skills including the use of Microsoft Outlook, Word, Excel, and the Internet. Ability to learn and use other industry specific software, as required. Must maintain confidentiality at all times.

Responsibilities

- Provide support for New Business department by entering application information into Smart Office and scanning related documentation to the correct file;
- Proactively research available online communications relating to inforce business and notify advisors regarding urgent or otherwise time-sensitive policy events;
- Review all incoming mail and electronic notifications related to the servicing of inforce business to ensure that the appropriate parties are notified to take action, as needed;
- Process incoming and outgoing mail via U.S. Mail, FedEx, etc. including maintaining postage meter and supplies;
- Create and update technical documents and marketing collateral;
- Answer incoming telephone calls, determine purpose of caller, and forward to appropriate personnel or department;
- Provide routine information as appropriate such as: answers questions about organization and provides callers with address, directions, and other information;
- Welcome on-site visitors, determine nature of business and announce visitors to appropriate personnel or escort them to meeting rooms;
- Create and implement on-hold messages and marketing blurbs for the VOIP phone system;
- Organize and order food and cards for employee birthday celebrations;
- Clean and stock the break room, as needed;
- Perform other duties as assigned by the Administrator.

Requirements

- Is a team player with a passion for providing excellent customer service. Must have the ability to create and maintain strong and effective client/business relationships.
- Strong verbal and written communication skills, displaying a high level of professionalism. Effective interpersonal and analytical abilities are required.
- Pro-active thinker with the ability to manage multiple priorities and a fluctuating personal work load.
- Exceptional organizational skills with a strong attention to detail in a highly regulated industry.



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- Computer literacy and the ability to use a multiline phone system, copier, fax machine and other standard office equipment.
- Dependability and good attendance are key. Displays a sturdy work ethic and ability to complete tasks with a sense of urgency.
- Administrative experience in an office setting is preferred.
- Previous experience working within the insurance industry (Life, Annuity, Disability, or LTC) is preferred.

Please submit your resume and cover letter to careers@theasagroup.com