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An Equal Opportunity Employer

## Job Description

**Job Title:** Marketing Support Specialist  
**Reports to:** Manager of Marketing and Vendor Management  
**FSLA Status:**  
**PHI Access:** Yes  
**Department:** Marketing  
**Prepared by/Date:** pbill 9/9/2021

**Summary:** Works closely with the Sales Representatives brokers, and carrier partners to acquire and retain new clients. Assist in new product/vendor implementation. Providing group enrollment and claim experience reports in a timely fashion. Helps Account Executives and the Sales Team resolve and prevent client issues through detailed documentation and exceptional customer service.

### Essential Duties and Responsibilities:

1. Existing and New Business Support/Coordination
  - Maintenance of internal and external renewal reports and provide mid-year reporting as needed
  - Prepare, distribute and update renewal and new business proposals
  - Review and compare carrier proposals to recommend appropriate carrier
  - Review and establish administrative fees for potential and existing clients
  - Analyze proposal submissions and request appropriate coverage from our carrier and vendor partners to obtain the most competitive and cost-effective proposals for our clients.
  - Follow-up with sales representatives, brokers, and carrier partners to gather the information necessary to process proposal requests
  - Respond in a timely and professional manner to all internal and external client inquiries and strives to deliver an extraordinary client experience in every situation
  - Thoroughly review RFPs to determine whether or not to pursue them and complete as appropriate
2. Plan Maintenance and Administration
  - Assist in new group implementation through detailed and accessible documentation
3. Miscellaneous
  - Update existing reports or create ad-hoc reports specific to the Client's or Sales Representative needs
  - Review existing and potential ancillary benefits and provide recommendations for the benefits solutions that best fit each client/broker's needs
  - Assist in new vendor implementation
4. Regular and reliable attendance

### Other Duties and Responsibilities

1. Keep supervisor informed of known actions, written or verbal, which may affect the ability to successfully perform assignments or adversely affect 90 Degree Benefits operations.
2. Complete projects or other duties assigned by the Supervisor.

### **Core Competencies**

- Represent 90 Degree Benefits Core values, Mission and Culture
- Lead by example
- Be professional, courteous and respectful of others
- Empower and develop others
- Communicate clearly and accurately, both written and orally
- Expand general knowledge of employee benefits
- Elevate performance by setting clear goals and expectations
- Foster knowledge, innovation and productivity
- Work in a collaborative team environment
- Deliver the highest level of excellence
  
- Technical: To perform this job successfully the employees is proficient in working with the following systems:
  - Excel
  - Word
  - Adobe
  - Power Point
  - Microsoft Outlook

### **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education:**

- A Bachelor's degree (B. A.) from four-year College or university; or four to six years of related experience and/or training; or equivalent combination of education and experience.

#### **Certificates, Licenses, Registrations:**

- Current life and health license in resident State and all States selling for 90 Degree Benefits preferred but not required

#### **Work Environment:**

- Typical office environment, exposure to fax machines and copiers, computers, scanners and printers.
- Employee is subject to minimal noise level.

#### **Physical Demands:**

- Requires some lifting and/or moving up to 25 pounds.
- Often required to sit, stand, walk, bend knees, stretch arms, talk and hear. Occasionally required to stoop, or kneel.
- Requires face-to-face contact/telephone/or use of technology for conversations/discussions with individuals or groups of people.
- Travel to client and broker meetings may be required (less than 25% of the year)
- Requires being highly accurate.
- Requires use of a computer to process information.
- Requires reading and creating letters, documents and memos.
- May require independent travel to other locations with unknown environmental conditions and noise levels