

Location: Boston

The Senior Sales Coordinator is accountable for providing industry leading pre-sales support to all sources of business. This individual is a primary point of contact and resource for producers and back offices for items relating to the insurance pre-sales process, including product information, case design, illustrations, and assistance with any marketing or new business and underwriting needs.

- Build a foundation of life product knowledge with the ability to explain technical aspects of product features, benefits, and riders.
- Produce life insurance illustrations that are both timely and accurate.
- Demonstrate an innovative mindset to provide alternate solutions, illustrations and case designs to help win the sale.
- Follow-up with stakeholders to determine that illustrations meet their needs and help complete the sale.
- Build solid relationships with key stakeholders, including, producers, back offices, John Hancock wholesalers and internal counterparts.
- Work with John Hancock partners to help drive sales.
- Understand the focus of John Hancock's business and implement the strategies and plans to meet / exceed sales goals.
- Identify opportunities to enhance customer relationships and facilitate the sales process through proactive outreach and the sharing of different product and marketing ideas.
- Regularly scan the competitive marketplace for updates on products and sales stories to determine how John Hancock can best compete.
- Understand the new business and underwriting processes and advocate for case(s) as appropriate.
- Demonstrate a high-level of resourcefulness and effectiveness and efficiency.
- Effectively use Salesforce to help track and support the business and sales process.

Job Requirements:

- Bachelor's degree, or equivalent.
- 3- 5 years of financial services or insurance industry experience preferred.
- Excellent phone demeanor, strong sales acumen, and customer service skills.
- Excellent organizational and time management skills; ability to manage multiple priorities.
- Ability to use advanced judgment in problem solving.
- Strong verbal and written communication skills.
- Understanding of life insurance, corresponding illustrations, sales concepts, and the underwriting process helpful.
- Experience with CRMs and database management.
- Working knowledge of Outlook and Microsoft Office applications.
- FINRA SIE, Series 6, 63 and State Insurance Licenses highly preferred (required within 4 months of hire). Must pass at least one FINRA exam within first 10 weeks of hire

“Our mission is making decisions easier, and lives better, for all of our customers and we are equally committed to making a positive impact on the communities where we live and work. John Hancock and its parent company, Manulife, are investing more than \$3.5 million over the next two years to promote diversity, equity and inclusion in the workplace and the communities we serve.”

#LI-JH

All interested applicants should forward their resume to cmacdonald@jhancock.com

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