

HealthShare360



**Medicare Call Center Manager
New Jersey**

Our Company

We are a different kind of Medicare company, inspiring collaboration to make Medicare work better. We are looking for the right individuals to be part of our team and join in our success. We are a fast-growing company with exciting opportunities for talented individuals with experience in the Medicare business. If you want to be part of a unique company, visit our website at www.healthshare360.com to learn more about our company mission, our leadership team, and our current job opportunities.

Description

At HealthShare360, we work with large national and regional clients to distribute Medicare Advantage plans and insurance products. We are looking for a Medicare Call Center Manager who has a successful track record and experience leading Medicare Advantage sales teams. The Medicare Call Center Manager will lead our call center operations and a team of licensed health insurance agents in promoting and selling Medicare Advantage, Medicare Supplement, and PDP plans by phone. The Medicare Call Center Manager will recruit, coach, and develop agents. The team of agents will sell in a multi-carrier environment with access to our entire portfolio of competitive plan offerings.

The Medicare Call Center Manager will implement effective sales techniques to increasing sales production per agent, drive compliance, ensure accurate administrative activities, and promote HealthShare360's culture. The Medicare Sales Manager must be a proven sales leader, interested in making an impact with agents and passionate in driving performance. The Medicare Call Center Manager will be prepared to succeed in a fast-paced environment, recruiting, training and managing high producing sales agents and achieving sales goals.

Responsibilities

The HealthShare360 Medicare Sales Manager will:

- Manage the call center technology systems including automated call distribution, customer relationship management (CRM), enrollment, and workforce management tools.
- Recruit and train top industry sales talent.
- Successfully coordinate the activities and interaction of field and telesales agents.
- Develop sales strategies for pre-AEP, AEP, OEP, and age-in selling periods.
- Perform call reviews and coaching.
- Ensure adherence to Medicare guidelines and compliance regulations.
- Achievement of sales goals and member retention efforts.
- Successfully collaborate with internal and external stakeholders.

How We Support You

At HealthShare360 we will:

- Create effective marketing campaigns to generate qualified leads.
- Provide a market leading multi-carrier product portfolio of national, regional, and local carriers.

- Offer outstanding earning potential for AEP and year-round opportunities.
- Provide you with industry best tools and technology to ensure your success.
- Assistance with annual AHIP certification and comprehensive Medicare and product training.
- Create a rewarding experience for you to create meaningful relationships with internal and external stakeholders and be part of a winning team.

Required Qualifications

- College degree or related work experience.
- Desire and drive to be successful and be part of a winning team.
- 5 or more years of Medicare sales management experience preferably in telesales operations.
- 5 or more years of industry experience with knowledge of carrier and broker or FMO distribution channels.
- Health and Life insurance license.

Preferred Candidates

- Experienced insurance carrier Medicare field agent sales leaders.
- Experienced insurance carrier Medicare call center leaders.
- Experienced broker or FMO sales and call center leaders.