

**Sagicor Life Insurance Company**  
**Job Description**

**Department:** New Business  
**Position:** New Business Representative (Non exempt)  
**Grade:** 1  
**Supervisor:** Manager, New Business

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**Purpose**

Determine within the defined Service Level Agreements (SLA's) acceptance or rejection of applications submitted based on producer appointment and training, accuracy and completeness of documents. Effectively communicate with producers and other team members. Promote and follow company and department policies and procedures. Provide a positive example of professionalism and exceptional work ethics.

**Duties and Responsibilities**

- Verify producer appointment and producer training requirements for each application.
- Scrub each application and ancillary documents for completeness and accuracy. Verify correct forms used for state and product selected.
- Review and match miscellaneous documents to existing workpackets.
- Communicate (written and/or oral) with producers regarding outstanding requirements.
- Properly document workpackets regarding communications to/from producers and others concerning matters specific to each case.
- Escalate exceptions and/or matters of concern to Lead or Supervisor.
- Successfully complete required LOMA courses (280 and 290) within first 2 years of employment.
- Required to complete 8 hours of community service. Participation can only be done through the organizations that have been designated by Human Resources to each Sagicor business/office location. These hours are to be scheduled through your Department Manager.

**Decision Making Authority**

- Authority to make decisions as defined by policies and procedures and system processes for new business.
- Authority to make decisions as directed by Lead or Supervisor.

**Education and Experience**

- High school degree and some college experience, or minimum of two years experience in life and annuity new business, or have previously performed with accuracy other job duties of new business.
- Successfully complete all required company training (i.e. HIPPA, AML, etc.).
- Good written and oral communication and interpersonal skills.