

**Sagicor Life Insurance Company
Job Description**

Department: New Business
Position: Policy Issue Analyst (Non exempt)
Grade: 2
Supervisor: Manager, New Business

Purpose

Issue and settle policy/contracts within defined Service Level Agreements (SLA's). 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

- Issue and settle life insurance policy and annuity contracts.
- Ensure systems values and illustrated values agree and that selections are accurate.
- Review policy/contract pages for accuracy.
- Apply cash received and/or activate electronic transfer for premium drafting.
- Process not-taken offers, declines and withdrawals.
- Process group life applications (Scottsdale location).
- Process term conversions.
- Process supp apps (Scottsdale location).
- Process PEMCO conversions (Scottsdale location).
- 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 three 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.