



JOB OPPORTUNITY  
Inside Sales and Service  
Representative



A career you can believe in

# What makes us different is the difference we're making together.

FaithLife Financial is a financial services organization that is worth getting to know. Our roots go back nearly a century – helping people achieve their financial goals and give back along the way. Great insurance and investment products, competitive rates, solid results AND we are a grow-to-give company. By helping people plan, protect and invest wisely, we can all live more generously. Reinvesting a portion of our corporate earnings for member benefits and the causes members care about is how we pay it forward. Action is the key. What we do is who we are.

**What makes us different is the difference we are making together.**

If you're intrigued by our mission and the possibility of becoming part of it, we are currently recruiting for an outstanding individual to join our team.

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## EMPLOYMENT OPPORTUNITY FOR INSIDE SALES AND SERVICE REPRESENTATIVE

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### GENERAL ACCOUNTABILITY

The Inside Sales and Service Representative is accountable to provide service to members that do not have an assigned Financial Representative. Look for opportunities to cross-sell or up-sell financial products based on member needs. Act as back-up for Member Service team.

### SPECIFIC ACCOUNTABILITIES

- Working from Head Office, act as Financial Representative to FaithLife Financial members who currently do not have a representative in their region.
- Make proactive outbound calls to members to drive awareness, education and sales of FaithLife Financial products.
- Meet with members remotely (via phone or computer) or face to face to analyze their financial situation, recommend life insurance and investment products that best fit their needs and budget.
- Execute on FaithLife Financial's growth strategy by delivering on personal Risk Premium sales targets.

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*Helping you be wise with money and live generously.*

- Working in partnership with other Member Services staff, handle inbound member and Financial Representative inquiries, meeting all quality standards as required.
- Refer potential sales leads and opportunities to outside Financial Representatives who are better located to work with the member.
- Maintain strong knowledge of FaithLife Financials Risk and Investment products and administrative processes.
- Weekly activity reporting. Monitor and account for number of dials, contact with potential members and sales.
- Ensure FaithLife Financial compliance requirements are being adhered to as it relates to the Financial Representative role.

**REQUIREMENTS FOR THE ROLE:**

- Previous experience in sales with proven skills in sales development and execution
- Strong knowledge of life insurance products
- Ability to work with inbound and outbound telephone calling
- Excellent communication, relationship building and interpersonal skills
- Ability to multitask and operate in a rapidly changing environment based upon needs of business
- Strong time management and organization skills
- Strong computer skills and ability to learn new applications quickly

**EXPERIENCE AND PROFESSIONAL QUALIFICATIONS:**

- Minimum 1-3 years working in the financial services industry
- Life Insurance license
- CFP designation or willing to work towards acquiring the designation

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### WHY WORK AT FAITHLIFE FINANCIAL?

- Work as a team for the purpose of giving back in our community
- We offer a defined contribution pension plan with a company matching program
- Receive a comprehensive group benefit plan for you and your family
- We offer a competitive total compensation program
- We are an organization with a vested interest in growing your career

Please apply to [careers@faithlifefinancial.ca](mailto:careers@faithlifefinancial.ca) by **Saturday, March 9, 2019.**

Persons with disabilities who need accommodation in the application process, or those needing job postings in an alternative format, may e-mail a request to [careers@faithlifefinancial.ca](mailto:careers@faithlifefinancial.ca)

We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.

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