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# Example of Health Insurance Agent Job Description

Our company is looking for a health insurance agent. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for health insurance agent

* Utilize tools and applications to complete needs assessments
* Resolve customer objections and offer additional benefits packages that provide increased coverage and cost savings
* Weekly review of quality standards and performance
* Answer incoming calls and respond to customer’s emails
* Identify and escalate issues to supervisors
* Research, identify, and resolve customer complaints using applicable software
* Recognize, document, and alert the management team of trends in customer calls
* Upsell products and services
* Ability to handle stressful situation appropriately

## Qualifications for health insurance agent

* Compassionate customer service mindset
* Ability to interact with various types of customers
* Ability to speak, read and write fluently in English, due to nature of job
* Sales mindset, with wiliness to drive sales metrics
* Insurance license # 240, 218 or 215 in home state (additional states will be acquired in the program)
* AA or BA/BS preferred