



## Medicare Support Specialist

*KAFL, Inc. is looking for a skilled problem solver to join our team as a Medicare Support Specialist.*

### ***Responsibilities***

- Support KAFL's Medicare Brokerage team in all aspects of supporting our agents
- Assist in launching and supporting our new Medicare Retail service model
- Assist with all forms of Medicare customer service- for both brokerage and retail teams.

### ***Duties would include, but are not limited to:***

- Assist with marketing efforts and appointment scheduling for retail team
- Research and track production with carrier partners
- Assist with website updates
- Assist with licensing and commission questions
- Help facilitate the timely submission of correct applications
- Onboard new agents (brokerage)
- Assist in tracking referral activity (retail)

### ***Qualifications:***

- Must have active NYS Life, Accident, Health license (or willing to obtain)
- Medicare experience as an advisor, carrier representative or support role preferred
- Strong computer skills and ability to use various software, such as Microsoft Word, Excel, insurance quoting software and customer relationship management software
- To be successful in this role, the candidate must be self-motivated, embrace collaboration with partners, consumers, and team members, while operating with integrity to meet consumers' needs

### ***Characteristics needed to perform duties well:***

**Strong Organizational Skills:** Organization and persistence are valuable assets. Recognizes what needs to be done in order to achieve identified goals, structures time and prioritizes to meet objectives. Willing and eager to learn.

**Teamwork and Collaboration:** Contributes to the efforts of the organization as a team player. Works with KAFL Individual Sales and Employee Benefit teams to identify and capitalize on Medicare opportunities.

**Strong Analytical Skills:** Ability to evaluate the needs of each client to determine and effectively communicate appropriate plan benefits. Comfortable with technology.