



## Marketing Support Supervisor

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### Summary:

Individual will be responsible for the day to day operations of the Marketing Assistants team and the Agent Hotline. Will support, coordinate and oversee various marketing and sales support activities and be a liaison between the marketing assistants, agent field force, marketing/sales executives and various home office departments.

### Essential Duties:

- Supervise the day to day operations of the team of marketing assistance and all tasks supported
- Responsible for the agent hotline, ensuring excellent customer service and service levels are met consistently
- Coordination and printing of marketing sales material
- Liaison with other departments in home office on marketing sales and sales administration issues
- Provide support to Senior Marketing staff as necessary on marketing sales projects (product development, training curriculum, etc.)
- Provide training and support to field managers and agents on Company products and procedures as directed by Senior Marketing staff
- Support Senior Marketing staff in the coordination and dissemination of compliance policy to field managers and agents
- Develop and maintain quality assurance measures (ClearTrack, updating and coordination of field bulletins, etc.) as directed by Senior Marketing staff
- Develop and coordinate field communications at the direction of Senior Marketing staff
- Provide support as necessary with agency visits at the direction of Senior Marketing staff
- Provide miscellaneous support with field management as needed at the direction of Senior Marketing staff
- Provide assistance to field Agents as needed
- Develop and maintain website maintenance as needed
- Conduct Company business in accordance with all applicable laws, regulations and contractual obligations. Behave ethically and with integrity and always follow the principles of the Compliance Program when making business decisions. Compliance with this program is a condition of employment for every American-Amicable employee.

### Education, Work Experience and Training Requirements:

- Some College Education and/or 5 years professional work experience

- Customer Service Experience
- Minimum 2 years supervisor experience required

**Knowledge, Skill and Ability Requirements:**

- A friendly, positive, learning-oriented attitude
- Knowledge of office practices and administrative procedures
- Skilled in the use of standard office equipment
- Proficient in Microsoft Office software
- Good Communication Skills

**Working Conditions, Physical & Mental Requirements:**

Work is sedentary in nature and is performed in a traditional office environment with cubicles. Typically, the incumbent will sit comfortably while performing the work, with some walking, standing, bending and carrying of light items, such as papers, books, and files. Other physical demands in performing the essential functions of this position include: digital dexterity, hearing, seeing, and talking. Mental requirements include, but are not limited to, the ability to concentrate, take initiative, cope with stress, adapt, and stay alert in a business environment.

**Note:** This job description reflects a summary of the job and does not prescribe or restrict the responsibilities that may be assigned. This job description is subject to change at any time.