

ABOUT ADVISORNET FINANCIAL

AdvisorNet Financial has been an innovative leader in the financial services industry for over 60 years. We provide the services and support independent financial advisors rely on to operate their firms efficiently and competitively. Over the years we've developed a vast network which allows us to provide our 300+ independent advisors access to the support services and industry partners that advisors in large institutions enjoy without having to be part of a large institution. For more information, please visit us at www.advisornet.com.

You will be a great fit if you enjoy working with people and data in a very dynamic, fast-paced environment. Our group requires people to be friendly, outgoing, and to thrive in an environment working on and in the business at the same time.

RESPONSIBILITIES

Overview:

The Director of Insurance Operations acts as the primary owner of contracting and case management teams to allow for solicitation of insurance and benefits products. The Director of Insurance Operations will demonstrate initiative and decision-making skills with the goal to positively impact the producer experience and will assist in representing the business unit in cross-organizational projects. This position will work in coordination with the Sales and Recruiting teams to provide our financial professionals an exceptional experience.

Key Areas of Responsibilities:

- Develop strategy, drive process improvements, define clear roles and responsibilities, operational guidelines, project plans, checklists, and service expectations for contracting, case management and commissions teams. Focus on driving consistency in use and enhancements of the company's back-office system.
- Responsible for superior producer experience while ensuring financial and regulatory processes are considered and executed by the team. Implement change cross-organizationally to improve cycle times, reduce costs, and improve efficiencies. Utilize data from systems of record to inform process and procedure changes based on trends.
- Responsible for leadership, coaching, development, goal setting, performance reviews and ongoing performance feedback.
- Maintain an understanding of carriers' contracting, appointment, and business submission processes through industry professional association membership and utilization of carrier training resources. Stay current on changes in state laws, regulations, and regulatory requirements related to insurance and benefits licensing.
- Use superior language skills to provide exceptional customer service via phone or e-mail in a professional, pleasant, and helpful manner while perceiving and empathizing with emotions of customers.

QUALIFICATIONS

- 5+ years of experience
- MN life and health insurance license, or ability to obtain in 90 days
- FINRA Series 6 or 7 preferred
- SmartOffice/Ebix proficiency a plus
- Knowledge of financial services industry and operations
- A drive for continuous professional development and growth
- Excellent problem solving and analytical skills
- Strong interpersonal and communication skills with the ability to influence leadership and internal business partners

Disclaimer: This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. Responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description and other duties, as assigned, might be required.