



OPERATIONS SPECIALIST

Do you have an eye for making work systems easier or more efficient? Do you have experience providing excellent customer service? Do you like developing personal relationships with your customers and exceeding their expectations? If you can answer yes to all of these questions, then you would be a successful candidate for Platinum's **operations specialist** position.

Platinum Supplemental Insurance, a marketer of supplemental insurance policies with over 70,000 customers throughout the Midwest, is expanding. To help us accommodate our sales growth, we need a skilled operations specialist to join our operations team in our Dubuque office.

In this role, you will manage and support functions essential to sales force productivity. This includes regularly analyzing sales performance reports to identify areas of success or improvement. You will also help manage Platinum's automated sales tools, sales incentive plans, sales training materials and other sales processes to ensure that the operational needs of the outside sales teams are met. This position provides a high level of customer service to key sales managers in the field and other company departments and requires a high degree of problem-solving ability. You need to be organized, you need to be responsive, and you need to be able to professionally handle multiple tasks in a fast-paced working environment. If this sounds like you, and you want to work with a talented team and an excellent company, apply today.

Primary Responsibilities:

- Offer elite, go-to customer service to our sales leadership, sales representatives and other departments within the organization
- With training, provide expert knowledge on various aspects of Platinum's outside sales system, including team assignments, training, processes and compensation
- Facilitate smooth business transactions between our outside sales representatives and the home office
- Oversee and report compensation, including bonuses and other incentives, for Platinum's outside sales representatives
- Manage key development projects related to the enhancement of sales tools, sales reports and process flow
- Manage the successful implementation of new sales programs
- Consult with key sales managers to identify opportunities for sales process improvement
- Perform other duties as assigned

Job Requirements:

- Bachelor's degree in business, finance, accounting, human resources or related degree
- 1–3 years of experience in a corporate working environment
- Customer service or project management experience beneficial
- A positive, customer-focused attitude and flexibility to function in a fast-paced, nimble business environment
- Demonstrate initiative, innovation and creative problem solving
- Excellent written and verbal communication skills
- Ability to maintain a high level of confidentiality regarding personal information
- Ability to work well solo or in a team environment
- Skilled in Microsoft Office programs (Word, Excel, etc.)

Benefits:

- Excellent compensation and benefits package (including health, dental and vision insurance; life insurance; short- and long-term disability; retirement plan with employer matching; and flexible spending account)
- Paid vacations and holidays
- Ongoing career development and advancement opportunities available to help you exceed your personal and professional goals
- Employee health and wellness program that includes free personal training, if desired
- Casual dress
- Typical workweek: Monday-Thursday 8 a.m.–5 p.m.; Friday 8 a.m.–3 p.m.
- A fun workplace environment with talented individuals who value your input and collaboration
- Beautifully renovated office facilities on Dubuque's thriving, historic Main Street

Equal Opportunity Employer:

Platinum Supplemental Insurance is committed to providing equal employment opportunities (EOE) to all employees and applicants for employment without regard to race, color, gender, religion, sexual orientation, national origin, age, disability, marital status, amnesty or veteran status.

How to Apply:

For consideration, applicants should submit their resume and reference information to employment@pltnm.com.