

Inside Sales Representative (ISR)

At Liberty HealthShare, we believe our employees are one of our most important assets. As an **Inside Sales Representative (ISR)**, you will be supporting one of the largest HealthShare ministries in the United States by providing your professional sales expertise and guidance to our potential members about our Liberty HealthShare programs. As an Inside Sales Representative (ISR) you will acquire basic information from the inbound caller, answer questions, provide program options, conduct outbound calls, and send email communication to prospective members. The ISR will serve as a consultant to the caller, helping the prospective member select the right program according to the caller's situation and budget.

We offer a competitive hourly wage that is commensurate to your experience and skills with a bonus structure attached. We have an impressive benefit package as well. If you select our AultCare with prescription coverage, Liberty HealthShare contributes an amount to a Health Savings Account (HSA) on your behalf. We also want you to plan for your future, so upon hire, we will match you up to 5%, when you enroll in our 403(b)-retirement plan.

See what we are about:

Working at Liberty HealthShare:

<https://libertyhealthshare.wistia.com/medias/qw2p6f9e3j>

Visit our career page at:

<https://www.libertyhealthshare.org/career>

Typical Monday - Friday work week; occasional evenings and/or Saturdays as directed.

Primary Duties and Responsibilities:

- Work together with other inside sales representatives to educate prospective members about healthsharing and evaluating their needs to determine the best programs for their situation.
- Ensure the delivery of personalized customer service through timely responses and accurate member program enrollment.
- Answer sales calls for general information, addressing and resolving customer concerns or questions.
- Proficient in data entry, verbal skills, computer skills and the ability to learn the department's software system including CRM.
- Must be a team player willing to accept and promote organizational goals and function with minimal supervision.
- Works collaboratively with sales to achieve monthly, quarterly, and annual sales goals.
- Maintain HIPAA patient confidentiality.

Secondary Duties and Responsibilities:

- Outbound calls expected at the renewal time of members.
- Nurtures and manages member relationship to improve loyalty, and retention.
- Excellent time management and organizational skills (without direct supervision).
- Motivation to succeed and a passion for helping others.
- Detail oriented and process-driven.

Required Qualifications & Skills:

- Prior sales and/or customer service experience is preferred.
- Demonstrated ability to reach established goals.
- Exhibit strong skills for sales, including the ability to upsell.
- Proven track record of responding quickly to customer needs and ability to make decisions in a timely manner.
- Proven track record of delivering results and working towards targets.
- Ability to react well in a fast-paced environment & follow through on commitments.
- Highly motivated and customer service mentality with ability to build relationships.
- General digital literacy including Microsoft Office.
- Ability to quickly learn product knowledge and processes.

Required Education:

Associate Degree in an applicable field from an accredited institution or two (2) years of inside or outside sales experience preferred.

Benefit package that includes the following options:

- AultCare with prescription coverage
- Health Savings Account (HSA)
- Employer-sponsored dental plan
- Liberty HealthShare program options
- AFLAC plans available
- 403(b) retirement plan with employer match up to 5% upon hire

Paid Time Off (PTO)

Employee Assistance Program (EAP)

Company paid holidays (9)

Bonus referral hiring program

Minister on staff

Standard work week is Monday through Friday

Onsite training

Opportunities for advancement

Marketplace-style lunchroom with vending machines and free coffee

EEOC Statement

Liberty HealthShare provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Liberty HealthShare complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Liberty HealthShare expressly prohibits any form of workplace harassment based on race, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Liberty HealthShare employees to perform their job duties may result in discipline up to and including termination.