



**Position:** Coordinator, Distribution Support Services

**Company:** AFBA

**Department:** AFBA Sales & Distribution Support Services

**Classification:** Full-time/Non-exempt

**Reports to:** VP, Distribution Support Services

---

**General Summary:**

Provides support of our daily operations for our Regional Directors (RD's), their agents and agency administrative staff with new and existing business. Creates and coordinates workflow processes between internal departments and underwriters to ensure timely issuance of new and additional business, along with their clients' policy updates.

**Essential Duties and Responsibilities:**

- Creates and maintains excellent working relationships with RD's, agents and agency support staff;
- Researches and updates pending business reports daily; ensures pending business is processed timely and efficiently by requesting and receiving required information from our agents;
- Provides routine updates to agents for those applications with our external underwriter, ESP/ExamOne. Tracks time service and works with internal staff to address any delays or processing issues.
- Monitors and works with the Collybus system from Data Dimensions (DD), our application processing vendor, ensuring applications and related documents in the exception queues are worked and cleared in a timely manner;
- Works departmental workflow queues in Image and Salesforce on a daily basis;
- Identifies production delays and/or system failures and communicates to management;
- Assists agents with delinquent and terminated policies for their clients;
- Responds to inquiries and requests from agents regarding pending and existing business, commissions, client requests along with any business-related questions;

- Assists with fulfilling and processing of agent supply orders;
- Other duties/projects as assigned by management.

**Education and Experience:**

- Minimum AA degree and 3-5 years insurance administration experience.

**Required Knowledge, Skills, and Abilities:**

- Team-building with excellent interpersonal skills.
- Proficiency in client relationship skills.
- Excellent verbal and written communication skills in both English and Spanish.
- Exceptional conflict resolution skills.
- Detail-oriented and a self-starter.
- Proficient in Microsoft Word, Excel, AS/400 Image, Salesforce and Lifepro systems.

---

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

Essential duties and responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.