

Aon Hewitt

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Position Title: Benefits Advisor

Opportunity Type: Part-Time
Opportunity Location: Lincolnshire, IL (Chicago suburb) and Woodlands, TX (Houston suburb)
Start Date: 8/1/2011
End Date: 12/16/2011
Salary/Wage: Hourly rate of \$17-20 plus sales bonus with potential overtime

Preferred Skills:

Requirements:

- Upon acceptance of an offer, obtain a state insurance license prior to your start date. Aon Hewitt will arrange and pay for the licensing class and licensing exam.
- No life, accident and health insurance licensing restrictions.
- Undergraduate degree or equivalent experience.
- Possess ability to talk and efficiently type simultaneously.
- Strong keyboarding skills and desktop navigation.
- Proven success in maintaining a calm and professional demeanor in a fast paced business environment.
- Strong written and verbal communication, customer service and rapport building skills.
- Aptitude for understanding details of insurance or complex information and complying with all licensing regulations.
- Takes initiative and demonstrates strong problem solving skills
- Experience and comfort using telephony, internet and computer tools.
- Must successfully complete six week paid training course.

Preferred Qualifications:

- Regulatory and legislative knowledge a plus.
- Proven success in closing sales telephonically, ideally in insurance sales.
- Knowledge of Medicare insurance, medical terminology and prescriptions a plus.
- Fluent Spanish language skills, a plus.

Job Description:

Aon Hewitt – Senior Educators Benefits Advisor (Temporary)

Hiring 580 positions across 2 locations and 2 shifts.

2 Locations: Lincolnshire, IL and Woodlands, TX

2 Shifts: 7:00am – 3:30pm and 3:30pm - 10:00pm

Position start dates on August 1, 8, 15, or 22nd

Temporary position ends December 16th, 50% of temporary employees will be offered a regular ongoing position.

Aon Hewitt is willing to invest in YOU! We will provide training for you that will assist you in becoming a licensed life, accident and health insurance agent. Senior Educators is a business unit within Aon Hewitt that assists Medicare eligible retirees to select appropriate Medicare health plans. The Benefit Advisor's responsibilities include: providing Medicare education, conducting needs analyses, and selling/enrolling retirees into appropriate Medicare health and prescription

drug plans. The Benefit Advisor's work activities include: Medicare health and prescription drug plan enrollments/sales, making outbound phone calls to pre-set appointments, answering inbound calls, outbound follow-up service calls, and e-mailing Medicare eligible retirees who have expressed an interest in our services.

Responsibilities:

- Making outbound, pre-qualified sales calls and receiving inbound follow-up sales calls with retirees who have expressed interest in Medicare Health Insurance (Medicare Advantage, Medicare Supplement, Cost Plans & Prescription Drug Plans).
- Promptly responding to all retiree voicemails and e-mails.
- Respond to instant live chat requests with colleagues and supervisors.
- Completing needs assessment and asks probing questions to correctly qualify participants' needs.
- Actively listening to participants to understand both verbal and non-verbal queues.
- Researching options in proprietary Aon Hewitt tool and elsewhere on the internet.
- Problem solving with participant to assist in selecting and enrolling in one or more insurance plans.
- Regularly executing trial closes to confirm plan recommendation and complete the enrollments.
- Demonstrating sustained confidence and resilience during challenging interactions.
- Fully and accurately documenting all conversations, emails and actions taken on each interaction.
- Working with customer service associates and enrollment specialists, assisting them with their work load during periods of high call volume.
- Must successfully complete a six week, paid training course.