

**Position Description:** Field Service Director, Chicago, IL

**Salary:** \$100,000 base; \$150,000 at plan

### **Company Information**

Our client is a 100-year old leading insurance carrier specializing in innovative and flexible employee benefits solutions including disability income and group term life insurance, a suite of voluntary coverage options and fully integrated absence management. They market these solutions through independent brokers and agents to employers of all sizes. They are rated A (Excellent) by A.M. Best\*

### **Community Information**

Chicago is a city of world-class status and unsurpassed beauty. Located on the shores of Lake Michigan in the heart of the Midwest, Chicago is home to world-championship sports teams, an internationally acclaimed symphony orchestra, renowned architecture, award-winning theater, and much more. In 2008, the city earned the title of "City of the Year" from GQ for contributions in architecture and literature.

### **Your Role within the Company**

- This position is a leadership role responsible for overseeing and managing sales support, account management and service staff (non-sales producer employees) for half of the United States spanning 14-15 Regional Sales Offices with a total of 80+ employees.
- This individual will report to the VP, Group Sales Operations.
- The candidate will be a lead center of influence with various home office departments that affect the ability to sell, implement and service clients of all sizes and products. These include, but are not limited to, Billing, Claims, Contracts, Underwriting, Customer Service and Sales/Marketing Operations.
- The candidate will lead and participate in departmental and enterprise-wide projects and initiatives that affect the ability to support field sales, broker and policyholder constituent groups.
- The candidate will be a superior leader, with the ability to formulate and drive a strategic vision for service excellence, as well as possess the ability to operate in a hands-on and autonomous manner where appropriate.
- The candidate will be required to excel at being a mentor, coach and manager to the field staff; work closely with the VP and HR Director to ensure that high potential employees are mentored and developed, that performance management opportunities are handled with an appropriate level of sensitivity, urgency and detail, and that performance reviews are written and presented in a thorough and thoughtful manner throughout all levels of the National Service Organization.
- This position typically requires over 50% travel.

### **Background Profile;**

- Experience managing multiple offices
- Project management skills
- Ability to influence without direct control

### **Company Employee Benefits**

- A full scope of employee benefits including health, life, and long term disability insurance, 401k, paid time off