



JOIN THE ASSURANCEAMERICA TEAM

Do you want to be part of an organization where you are valued, and your ideas and opinions have an impact? *Join the AssuranceAmerica team.*

For 25 years, AssuranceAmerica has provided superior property and casualty insurance products through contracted independent agents and directly to customers.

Our team succeeds through diversity of thought, experiences, skills, and backgrounds.

Sales Operations Associate

Join a Team That Feels Like Family—And Build a Career with Us

We're looking for a dependable, dedicated, and detail-oriented Sales Operations Associate who's not afraid to roll up their sleeves—whether it's a big task or a small one. If you're a hard worker who thrives in a team-oriented environment, has flexibility with office presence, and is willing to pitch in after hours when needed, this could be the perfect fit for you.

At AssuranceAmerica, we're more than just coworkers—we're a tight-knit team that supports each other every day. We're looking for someone who values connection, collaboration, and going above and beyond for their teammates, Territory Managers, and agency partners. This role is not only a great opportunity to contribute meaningfully from day one, but also a steppingstone to building a successful and rewarding career with our company.

Each day at AssuranceAmerica is different, but as a *Sales Operations Associate* in Sales, you will:

- **Agency Appointments & Compliance**
 - Manage new agency appointments using PTS, Salesforce, and OneSpan platforms.
 - Maintain accurate and up-to-date agent and agency licensing records within state databases.
 - Ensure all licensing actions comply with state regulations.
 - Maintain documentation, including E&O certificates, EFT forms, W-9s, contact updates, and appointment paperwork.
- **Agent & Territory Manager Support**
 - Serve as a primary point of contact for Territory Managers and agency partners, offering exceptional service and timely support.
 - Resolve inquiries via phone and email, provide process training, and assist with troubleshooting issues.
 - Anticipate the needs of the field and provide proactive support that helps Territory Managers and agents perform at their best.
- **Incentives & Download Support**
 - Process incentive payments and issue Visa cards for eligible agency partners.
 - Coordinate and manage download setup processes to support agency management systems.
 - Assist with monthly and annual license and appointment renewal activities



What We're Looking For

- A diligent professional with a strong work ethic and attention to detail.
- Dependable and adaptable—able to work in-office and occasionally support after-hours needs.
- A collaborative team player who values a strong, supportive workplace culture.
- Personable and professional in communication, with strong interpersonal skills.
- Highly organized and able to manage multiple administrative tasks with precision.
- Looking not just for a job, but for a meaningful role within a cohesive team.

Preferred Qualifications

- Prior experience in insurance operations, agency services, or licensing.
- Proficiency in Salesforce, PTS, OneSpan, and state licensing systems.
- Strong administrative and technical skills across multiple platforms.
- Bilingual in Spanish is a plus.

Why You'll Love Working With Us

- Join a small, close-knit team where your contributions truly matter.
- Be part of a workplace that celebrates success and supports one another.
- Enjoy a culture where hard work, initiative, and dedication are recognized and valued.
- You'll never feel like just a number—you'll be part of a professional family.

WHAT WE OFFER

- **AssuranceAmerica provides these benefits to Associates:**
 - **Premium healthcare plans:** All full-time Associates and part-time Associates working a regular schedule of 30 hours, or more, are eligible for day one benefits including Medical, Dental, Vision, Voluntary Life, Flexible Spending Accounts, and a Health Savings Account.
 - **Employer Paid Benefits:** We enroll all eligible Associates in Group Life and AD&D Insurance, Short- and Long-Term Disability Plans, Employee Assistance Program, Travel Assist, and the Benefit Resource Card which includes Teladoc™, Pet Insurance and Health Advocate.
- **Additional Benefits:**
 - **401(k) Employer Match:** We want to help you prepare for the future, now. All full-time and part-time Associates over age 21 are eligible to participate in the 401(k) Savings Plan. ***AssuranceAmerica will match 100% of the first 4% of an Associate's contributions.***
 - **Engagement Events.** We make time for fun activities that strengthen Associate relationships in all our locations.
 - **Annual Learning Credit:** Want to learn something new? We'll reimburse you for approved educational assistance.
- **Time Off:**
 - Paid Time Off (PTO), Parental Leave Pay, Volunteer Time Off (VTO), Bereavement Pay, Military Leave Pay, and Jury Duty Pay.



YOU'RE INVITED TO [APPLY](#)

We believe the right fit is more important than a checklist. If you have most of what we're looking for in this role and our culture and mission speak to you, contact us. We want to hear from *you*!