

LEADERSHIP ROLES & RESPONSIBILITIES

SUPERVISING AGENT (SA):

- 1) Number 1 responsibility is writing business and showing agents that you can write 4k a week every single week using the same script they will be using.
- 2) Activity Tracker Management:
 - a. Everyday 9am have all agent's daily activity commit. (using the calculator sheet)
 - b. Every night 9pm make sure all agents put numbers in production report.
- 3) Teach Sales Notes / Mods and Bulletins:
 - a. Every Tuesday at 9:30 am check sales notes with agents.
 - b. Every Wednesday and Friday at 12 noon check/teach mods and bulletins with agents.
- 4) Held accountable for 2 hires per month:
 - a. Every Friday at 12 noon, text MGA letting them know how many hires for your team from previous week.
- 5) Casting Vision:
 - a. Every Monday RIGHT AFTER agency meeting, get all agents and cast SA position with team of 4 everyone doing 2k a week ON PAPER.
- 6) Must call/be with agents when they are calling.
 - a. If a new agent is caught calling without manager in first 30 days, eligible for a recode. (Can be in person or on zoom).
- 7) Responsible for enforcing good meeting culture.
 - a. Every agency meeting sit with new agents.
 - b. Every meeting teach/show agents how to take notes on phone and send to person who spoke as form of respect.
 - c. Enforce cameras on for zoom meetings, not in car, and muted up.

General Agent (GA):

- 1) Agent Accountability:
 - a. Every Monday & Thursday at 8:45 AM hold a meeting with agents who blanked from prior 3 days. (Find out what they need to get better at)
 - b. Inform them they can not run leads until they get on film and bring it to GA. (GA must grade 7/10 or higher... which just means GA feels confident that agent can write 2k a week with preso)
 - c. Meeting every Monday & Thursday at 2:00 PM to watch film with blanker agents.
- 2) Held accountable to 1 hire per week:
 - a. Every Friday at 12 noon, text MGA letting them know how many hires for your team from previous week.

Master General Agent (MGA):

- 1) Pipeline Management:
 - a. Call everyone in pipeline Monday at 3PM and Thursday at 10:30 AM to check in & update pipeline.
- 2) Final Interviews:
 - a. Call the JotForm's that are filled out Tuesday at 10AM and Thursday at 10AM.
 - b. Set final interviews for Wednesdays and Fridays before 12 Noon.
- 3) Running Meetings (TEAM MEETING MONDAY @12 NOON)
- 4) PNP reviews 1v1 with all agents first Monday of every month 1pm-3pm.
- 5) Manager Accountability:
 - a. Friday at 3PM check managers ALP, Hires, and Schedules from prior week.
- 6) Managers MEETING @ 10 AM every Monday.

- a. Always go over hierarchy update & vision cast next promotion level for each manager and how to obtain.
Go over Leadership book 1 chapter a week.