We are growing and looking for new talent to grow with us. These positions for recent graduates offer potential for growth and promotional opportunities. Training programs are provided to help ensure success. John Hancock also offers a full range of benefits and programs to meet the needs of today's multi-faceted and diverse workforce.

Customer Service Representative: We have multiple opportunities and are seeking highly energetic individuals to work in a call center environment to handle telephone inquiries regarding service to our clients, brokers and agents of John Hancock. Our products include Life Insurance, Long Term Care, Mutual Funds and Annuities. Opportunities to obtain licenses may be available.

Responsibilities:
- Promptly answer customer inquiries in a manner that exhibits quality service
- Provide accurate, timely, proactive and consistent service to customers
- Maintain updated knowledge of the company's products and develop an understanding of the marketplace

Annuity Services Representative: Accountable for ensuring client and broker/dealer satisfaction with company products and services through the timely and accurate processing of annuity transactions.

Responsibilities:
- Process all functions for annuity post issue and handle calls and correspondence for all items
- Research and processing of adjustments and reversals

Long Term Care Issue Analyst: Issue policies for multiple channels that Retail Long Term Care supports.

Responsibilities:
- Issue policies
- Review applications for completeness
- Create amendments
- Process outstanding policy delivery requirements
- Respond to telephone and email inquiries from insurance producers in the field
- Apply payments to issued policies
- Manage relations with internal customers (Case Management, Underwriting, New Business, Producers)
- Manage overall issue cycle time on cases assigned

New Business Registry Analyst:

Responsibilities:
- Register business on administration tracking system
- Review paperwork for completeness
- Follow-up with vendors and distribution partners to obtain missing information
- Project work inter- and intra-departmentally

Account Specialist: General processing of the day-to-day work received from John Hancock Registered Representatives and outside bank and broker/dealer firms. General processing transactions include: Indexing, New Account set-up, Purchases, Account Maintenance, Redemptions, Exchanges, Systematic Agreements and Account Transfers.

Responsibilities:
- Process all cash-related transactions on date of receipt
- Work closely with internal and external customers to ensure all non-cash related transactions are processed within department and SEC standards
- Initiate communication and conduct research for clients to proactively resolve arising issues
- Keep current records of changing policies and procedures that affect the department
- Attend training on an on-going basis to improve knowledge of products and procedures

Internal Wholesaler: Accountable for delivering the highest caliber of sales support to registered representatives and Wholesalers through effective territorial management and partnership with the Wholesalers.

To apply for these positions, visit our website at www.johnhancock.com/careers and enter the title of the position in the 'Search Careers' section of the website. Apply directly online to any of the available opportunities.

John Hancock – A Vibrant Culture, A Wealth of Opportunity, A Company with a Conscience