

COMMERCIAL LINES UNDERWRITER I

POSITION SUMMARY:

Responsible for developing and managing a profitable book of business by collaborating with the Commercial Lines team and Marketing team. Build productive relationships with assigned agents that will provide increased opportunity to write profitable commercial lines business. Evaluates risks for acceptance or denial, prices, and determines conditions for commercial lines accounts in accordance with company underwriting guidelines. Works with the Commercial Lines team and other departments to identify and develop business opportunities for profitable growth. Uses existing analytical tools to execute sound underwriting and business development decisions. Works collaboratively with internal stakeholders to accomplish department and corporate goals. Trains agents and underwriting staff to ensure consistency with established procedures and guidelines. Enhances agent's knowledge of Quincy's products to maximize business outcomes.

This position currently follows a hybrid work schedule, with in-office days on Tuesdays & Thursdays.

PRINCIPAL ACCOUNTABILITIES:

Front Line Underwriting and Communication

- Conducts front line underwriting of, based on level of authority, auto and property risks using broad knowledge of policy coverages, company guidelines, systems and philosophies while integrating portfolio management and analytics into underwriting actions.
- Demonstrates sound judgement in decision making and effectively conveys appropriate messaging based on the audience in a professional manner. Partners with Sr. Underwriters or leadership to analyze and handle emerging and more complex issues.
- Approaches business with a sense of ownership to achieve Commercial Lines and corporate goals.
- Recognizes and identifies threats and opportunities and responds tactically based on scope of work. Challenges and take advantage of opportunities.
- Promotes self-learning, remains informed of competitive and industry trends. Actively shares knowledge across internal and external stakeholders.
- Communicates strategically with all stakeholders.
- Provides excellent and responsive customer service to agents.
- Prepares and delivers underwriting referrals.
- Participates in peer-to-peer underwriting quality review process.
- Initiates purchase of proper facultative reinsurance at the policy level per Commercial Lines underwriting guidelines.
- Assists in training of new staff.
- Contributes to company underwriting guidelines in identifying needs to underwriting vice president and working on assigned projects.
- This job description is not all inclusive and may include additional duties if needed.

Relationship Building and Business Development

- Deepens relationships with members of the underwriting, operations, product and data analytics teams.

- Actively engages internal and external stakeholders to build rapport and productive relationships while promoting teamwork and collaboration to address challenges and drive improvement.
- Works with the Marketing team to develop and strengthen agent relationships to ensure an understanding of market appetite, quality and profitability of submissions, service standards, and underwriting or product changes.
- Builds productive relationships with agents, to tactically support goals and provide training and actionable tools to achieve a mutually beneficial relationship.
- Utilizes available business data to identify opportunities to grow, improve profitability, and resolve challenges.

Training

- Utilizes comprehensive knowledge of Quincy business appetite, products, systems and workflows to effectively train and support company staff and agents.
- Supports the onboarding and training of agents and agency staff of Quincy business appetite, products, systems and workflows.
- May mentor with operations staff on training and development.

Business Insight, Analytics and Process Improvement

- Applies broad knowledge of key business drivers and utilizes available business intelligence to analyze and evaluate book metrics to identify opportunities or challenges. Consider potential strategies and prioritize underwriting actions and achieve corporate goals.
- Provides feedback on products or platform to improve competitive position and ease of doing business.
- Effectively communicates and messages to stakeholders the key elements which support our market appetite and that drive our growth and profitability.
- Works with CL Product team on system testing and projects for system/process maintenance and improvement.
- Remains informed on competitor's market presence, regulatory changes and gauges potential impact our organization. Considers and proposes changes to our products or platform to improve competitive position and ease of doing business.

JOB REQUIREMENTS:

EDUCATION:

Bachelor's Degree or the equivalent work experience in the insurance field.
Professional designation of Chartered Property Casualty Underwriter is preferred.

EXPERIENCE:

2-4 years in insurance underwriting department or courses to include completion of an underwriter training schedule.

SKILLS:

- Ability to analyze applications and develop information to identify exposures, hazards, and controls.
- Ability to analyze loss history to identify exposures or trends to apply to the acceptance, declination, and pricing decisions.
- Ability to work with agencies in developing business relationship with courtesy, tact, and efficiency.

- Decision making skills in applying underwriting knowledge and company policy.
- Oral and written communication skills in conversations and correspondence advising agents of underwriting decisions and company products.
- Interpersonal skills in working with agents and in assisting other staff in analysis.
- Recognizing workflow patterns and ability to identify downstream changes.
- Ability to work in a dynamic team environment.