

UNDERWRITING MANAGER

POSITION SUMMARY:

Quincy Mutual Group is seeking a highly effective Underwriting Manager to lead, develop and inspire our Personal Lines Underwriting team while driving strategic portfolio performance. This leadership role is pivotal in shaping underwriting strategy, aligning team execution with enterprise goals and delivering profitable growth.

The ideal candidate is an individual with a strong background in Personal Lines or Commercial Lines underwriting that is an experienced people leader who fosters a high-performance culture through coaching, mentorship, and accountability, while also bringing a forward-thinking, strategic mindset to portfolio management and business planning.

Success in this role requires the ability to balance talent development, operational excellence and strategic vision-building a cohesive team, strengthening agency partnerships and continuously evolving underwriting approaches to meet changing market conditions.

This position currently follows a hybrid work schedule, with three in-office days. Tuesday and Thursday are Company anchor days, and the third day will be worked out with your manager.

PRINCIPAL ACCOUNTABILITIES:

Planning and Delivery

- Manage underwriting to ensure compliance with company guidelines, service standards, and strategic objectives.
- Support, develop and implement underwriting guidelines, procedures, and workflow improvements to optimize efficiency, quality, and risk selection at both the individual risk and portfolio level.
- Oversee monthly, quarterly, and annual portfolio reviews to monitor portfolio performance, trends, and profitability identifying opportunities for continuous improvement.
- Manage team workload and workflow to ensure timely and accurate underwriting decisions and meet service level expectations.
- Ensure underwriting actions are compliant with regulatory requirements and internal controls.
- Collaborate with Marketing to develop, implement and monitor agency management strategies, including joint marketing activities and production calls.

Business Insight and Analytics

- Use data-driven insights to guide underwriting decisions, monitor risk appetite, ensure alignment with corporate goals and improve portfolio performance.
- Utilize business intelligence to identify and take advantage of profitable growth opportunities as well as to address unprofitable business.
- Contribute to and participate in state rate filings, rule revisions, and regulatory updates; interpret implications for underwriting strategy and operations.
- Collaborate with stakeholders to integrate data to drive continual improvement in the efficiency and accuracy of the underwriting process.

Communication and Relationship Building

This Job Description Does Not Constitute A Contract For Employment

- Foster strong working relationships with internal and external stakeholders through regular engagement, communication and training.
- Represent the company as a knowledgeable spokesperson on underwriting philosophy, product offerings, and service model, flexing style based on audience.
- Partner with stakeholders to develop and present underwriting KPIs that reflect operational performance and strategic outcomes.
- Ensure underwriting decisions are clearly communicated and support a consistent, customer-focused agent and policyholder experience.
- Facilitate cross-functional collaboration with Claims, Actuarial, Product, and IT teams to align underwriting practices with broader business goals and share market intelligence and represent underwriting on corporate initiatives

Leadership

- Manage Underwriters, providing training, mentorship, and ongoing performance feedback.
- Set team goals, monitor workflows, and ensure consistency in underwriting judgment and service delivery.
- Identify training needs through quality reviews and implement coaching and development strategies to improve technical knowledge and service levels.
- Build bench strength and support professional development through individual coaching, skill-building opportunities, and succession planning.
- Promote a culture of engagement, accountability, and continuous improvement across the organization.
- Lead underwriting performance development by evaluating staff performance, developing improvement plans, and actively participating in talent acquisition and onboarding.
- Provide oversight and expert input on complex or high-value risks, ensuring sound risk analysis and compliance with company guidelines and goals.

JOB REQUIREMENTS:

Qualifications

- Broad Personal and or Commercial Lines underwriting experience involving property / homeowners and auto products
- Strong technical knowledge of risk evaluation, coverages, rating methodologies, and state regulations for Personal Lines insurance
- Strong creative, strategic, analytical and organizational skills
- Experience overseeing the design and production of printed materials
- Commitment to working with shared leadership and in cross functional teams
- Strong oral and written communication skills
- Ability to manage multiple projects at a time

Experience

- At least 10 years of experience in personal lines or commercial lines property and casualty underwriting.
- At least 4 years in a leadership or supervisory capacity with proven results in performance development and coaching.

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Education

- Bachelor's degree required; concentration in business, risk management, or a related field is preferred.
- Chartered Property Casualty Underwriter (CPCU) or other certifications in insurance underwriting or management preferred.

Skills

- Leadership, sound judgement, training and coaching skills.
- Excellent analytical and problem-solving skills with proficiency in understanding and utilizing data analytics and decision tools.
- Excellent oral and written communication skills.
- Strong organizational and time management skills to manage multiple priorities and meet deadlines.
- Proficient in Microsoft Office Suite and underwriting systems.
- Demonstrated ability to drive change, lead projects, and mentor team members.

Values

- Commitment to integrity, customer service, and high ethical standards.
- Collaborative mindset with the ability to work across departments.
- Open to innovation, process improvement and continuous learning.
- Strong leadership presence with a focus on developing others.

Salary Range: \$145,000 – \$160,000 per year. This range is a good faith estimate which reflects the annual salary we reasonably expect to pay for this specific full-time position at the time of posting. The actual salary offered will be based on several factors including the candidate's experience and qualifications.