



OVERVIEW:

Arrowhead Core Commercial is looking for a high performing Senior Operations Analyst to join our team. In this position, you will be responsible for developing, analyzing, and presenting operational and underwriting reporting. This position will also be responsible for maintaining profit center budget and staffing models. Additionally, this person will lead and project manage Operations and Underwriting Initiatives.

The Core Commercial Division is part of Arrowhead General Insurance Agency Inc., a Brown & Brown Insurance company. The Core Commercial Division is the program administrator for QBE's Property & Casualty Small Commercial business. Arrowhead has been an innovator in the programs industry for nearly four decades through its focus on technology, product creation, and customer satisfaction, and has had a successful relationship with QBE for more than 20 years as program administrator in other business segments.

If you want to be part of a solid organization that is energetic and growing, contact us today.

WHY ARROWHEAD GENERAL INSURANCE AGENCY:

We offer a benefits and compensation package that meets today's most important needs and includes:

- A challenging and stimulating career that provides growth and development.
- Group medical, dental, vision, HSA, life, and disability benefits.
- Paid time off and a 401(k) retirement plan as well as an Employee Stock Purchase Plan that allows our employees to purchase Brown & Brown stock at a discounted rate.

JOB DUTIES:

- Develops, analyzes, and presents operational and underwriting reporting.
- Leads and manages the Retail Servicing Center Vendor.
- Responsible for maintaining profit center budget and staffing models and comparing forecast to actuals and seeking explanations for variances.
- Assists in ensuring adherence to underwriting guidelines and regulatory compliance.
- Leads and manages Operations and Underwriting Initiatives.
- Responsible for ensuring procedures and workflows maintained and reflect documentation of current practices as well as work to improve efficiencies.
- Collaborates with the Vice President – Core Commercial Operations to identify opportunities to implement continuous process improvement.
- Other duties as assigned.

REQUIREMENTS:

- Bachelor's degree and at least seven years related experience in the insurance industry and/or an equivalent combination of education and experience.
- Working knowledge of insurance coverages and insurance rules and regulations.
- Knowledge of rating, coding, and ISO manuals.
- High level of organizational ability and attention to detail.
- Able to prioritize and manage multiple tasks.
- Excellent written and oral communication skills.
- Possess a high level of motivation to achieve necessary involvement within a team.
- CPCU Designation preferred.
- Workflow development and /or process improvement experience preferred.

We are an Equal Opportunity Employer. We take pride in the diversity of our team and seek diversity in our applicants.