



OVERVIEW:

This position is responsible for managing Associate Underwriters and Call Center team members for accuracy and completion within guidelines for new accounts, renewals and policy endorsements in addition ensure quality call center services. Will provide training and guidance for employees.

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:

- Allocates and distributes work to the team based on inventory.
- Coaches employees on a weekly basis on performance (productivity, service level, and quality).
- Evaluates, approves, prioritizes, and distributes all Associate Underwriters transactions.
- Responsible for productivity, service level, and quality of the employees.
- Responsible for monitoring incoming transactions/calls, current inventory, and turn-around times on all transactions.
- Reviews work for accuracy and completion within guidelines for new accounts, renewals and policy endorsements,
- Manages assigned employees including the delivery of employee development and stated goals.
- Responsible training and development strategy for staff on new product conversion and ongoing new hire training program.
- Assists in ensuring adherence to underwriting guidelines and regulatory compliance as it applies to processing.
- Responsible for ensuring procedures and workflows maintained and reflect documentation of current practices as well as work to improve efficiencies.
- Collaborates with VP-Commercial Lines 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.
- Two to three years experience in a supervisory role.
- 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.