

## UNDERWRITING ASSISTANT

Issue Date:	May 9, 2022
Revised Date:	
Approved by:	PAM MARSON, PRESIDENT & CEO

<u>JOB LEVEL</u>	LEVEL 2
<u>TYPE</u>	PERMANENT – FULL-TIME
<u>REPORTS TO</u>	MANAGER, UNDERWRITING EXPERIENCE

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### **POSITION DESCRIPTION**

Responsible for analysing, selecting and processing risks to contribute to the teams' successes. In addition, the Underwriting Assistant will be responsible for working with the team of underwriters to assist with the completion of underwriting related administrative duties.

### **KEY RESPONSIBILITIES:**

- Review, prioritize and direct all incoming email to the relevant Underwriter
- Reply to initial enquiries from brokers and agents and escalate where required
- Process policy renewals, endorsements, and cancellations.
- Input policy information into the system, search for information relevant to the underwriting function and provide certificates of insurance to brokers
- Review account information, communicate changes with accounts, confirm policy information, discuss coverages, options and payment plans
- Answer straightforward inquiries from brokers promptly and courteously
- Participate in the development and implementation of policies and documentation standards to support and facilitate Underwriters
- Organize and maintains department records and file system
- Administration support to the managers and underwriting teams as required
- Other duties as required

### **QUALIFICATIONS, EXPERIENCE and KEY SKILLS**

- Post-secondary or equivalent experience required and or completion of a related educational, diploma/degree/accreditation
- 2 plus years of related experience in an administrative and or support function
- Insurance experience would be an asset
- Able to work within a fast-paced environment, and work well under pressure
- Mindful of making deadlines, results-oriented
- Excellent technical aptitude with web based and in-house systems and databases, good working knowledge of Microsoft office suite
- Strong attention to detail, accuracy is a critical component for success in this role
- Strong ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities.
- Need to be confident and comfortable to manage a healthy level of autonomy
- Vested interest in learning and building a career in the general insurance space.
- Effective in a culture of teamwork, collaboration, and accountability; a person who encourages cooperation across the organization