

JOB DESCRIPTION

JOB TITLE: Assistant Underwriter (AUW)

DEPARTMENT: UW/PHS

REPORTS TO: AUW, Lead

REVISION DATE: 04/2023

BASIC PURPOSE OF THIS JOB:

Reporting to the Assistant Underwriter, Lead, this position is responsible for performing all customer support functions in relation to renewal business, supporting Underwriters with new business, and changes to existing policies. In this regard, the incumbent performs duties which include, but are not limited to the following:

- Preparing, coordinating, issuing new and renewal policies and endorsements
- Assist Underwriter(s) in monitoring accounts for past due activity and collections
- Having a good understanding of all facets of the Website to provide support to insureds and third-party certificate holders as necessary
- Understanding of data entry and scanning procedures
- Issuing COIs
- Answering phones and providing support for the main line and other department call queues
- Testing of software upgrades and database changes as required
- Special projects as assigned

REQUIRED QUALIFICATIONS AND SKILLS:

Good organization; high quality of work without supervision; extensive interaction and communication with customers, agents, and employees; handle stressful situations professionally; ability to handle multiple tasks simultaneously; the ability to prioritize and manage time effectively; close teamwork; good follow-up; attention to detail; ability to maintain and preserve confidentiality; ability to be an exceptional company representative.

DESIRED QUALIFICATIONS AND SKILLS:

- 1-2 years office and customer service experience preferred.
- College education and/or related insurance experience.

WORKING CONDITIONS:

- Ability to sit and stand for extended periods of time.
- Typical business environment, reliable transportation.

ESSENTIAL FUNCTION #1:

OBJECTIVE: Processing new/renewal business & requests for policy changes

Percent of time: 50%

- Data entry including processing cancel/re-writes of policy coverage & policy issuance for all types of new and renewal medical professional liability policies
- Process policy changes via endorsement (premium adjustments, adding and deleting insureds)
- Compute premiums for renewals and endorsement premium adjustments
- Maintain and track policy renewal status
- Maintaining electronic policy files including printing into, labeling, and organizing all file documents
- Assist Underwriters in monitoring accounts for past due activity
- Produce and mail (email) correspondence to policyholders and agents

ESSENTIAL FUNCTION #2:**OBJECTIVE:** Customer service/telephone support**Percent of time:** 40%

- Correspond with insureds, and Copic service departments regarding policy changes, billing inquiries, or needed services
- Respond to phone requests, adhering to Copic's service standards
- Assist caller with website support
- Assist other AUWs with their workloads as needed and as allowed by individual workloads
- Produce in a timely manner certified copies of policies as requested by Copic Claims Department

ESSENTIAL FUNCTION #3:**OBJECTIVE:** Miscellaneous**Percent of time:** 10%

- Credentialing issuance
- Sorting of incoming mail
- Other duties as assigned

NOTE: Job duties and/or qualifications are subject to change at any time.

About Copic

Copic's mission is to improve medicine in the communities we serve. We strive to be the premier diversified service organization providing professional liability insurance and other needs of the health care community through advocacy, innovation, and the commitment and dedication of our employees.

We offer competitive wages, a comprehensive and highly sought-after benefits package including health, dental, vision, life insurance, long term disability, employee assistance program, 401(k) plan, pension, short term disability, paid time off and holidays, and a great work environment with fun, friendly people who truly enjoy their work. Hiring range for this position is \$22.16/hour to \$27.70 /hour.