



# Assistant Underwriter

Copic Job Description

## JOB OVERVIEW

JOB TITLE	Assistant Underwriter
DEPARTMENT	Underwriting & Policyholder Services
FLSA CLASSIFICATION	Non-exempt
REPORTS TO	Assistant Underwriter Lead

## JOB SUMMARY

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

## KEY RESPONSIBILITIES

### ➤ Process 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

### ➤ 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

### KEY RESPONSIBILITIES CONTINUED...

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- 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

#### ➤ **Miscellaneous**

Percent of Time: 10%

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

### REQUIRED QUALIFICATIONS & SKILLS

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- 1-2 years of office and/or customer service experience.
- High school diploma.
- Strong organizational skills.
- High quality of work without supervision.
- Excellent customer service with customers, agents, and employees.
- Ability to handle stressful situations professionally.
- Ability to multi-task effectively.
- Ability to collaborate with others.
- Attention to detail.
- Ability to maintain and preserve confidentiality.
- Ability to be an exceptional company representative.

### DESIRED QUALIFICATIONS & SKILLS

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- Bachelor's degree.
- Related insurance experience.

### WORKING CONDITIONS

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- Typical Office Environment
- Hybrid Schedule. Office located in Denver, Colorado
- Schedule
  - Full-Time, 40 hours per week, long or unusual hours as needed, sometimes on short notice
  - Business Hours: 8am-5pm

#### **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, and a great work environment with fun, friendly people who truly enjoy their work. Hiring range for this position is \$47,703.37/annually to \$59,629.21/annually.*

**Disclaimer:** *This is not meant to be comprehensive. Job duties and/or qualifications are subject to change depending on business need.*