



Quality Assurance Analyst – Underwriting

Job Description

Knowledge:

- Possesses outstanding verbal and written communication skills
- Possesses above average computer knowledge and skills (i.e. Word, IE, Excel, etc.)
- Possesses excellent organizational and technical skills; is a self-starter and problem solver
- Possesses a supportive and responsive manner with internal team members and external partners
- High Level of technical underwriting competence
- Analyze data that may indicate the need for program and/or team course corrections that enhance both the Agent partnership and the client experience

Skills:

- Assist in creating new training material for the underwriting department
- Assist completing production report
- Assist completing audits for underwriters and agencies
- Demonstrate personal integrity and strong ethical code of conduct
- Collaborative team spirit
- Ability to perform multiple tasks in complex working environment accurately and proficiently
- Ability to comprehend and retain detailed underwriting processes
- Acts as a resource to others, with abilities to positively impact the department.
- Complete trainings and work reviews for new hires and existing team members training in advanced underwriting functions
- Identify underwriters in need of additional training and development
- Handle telephone calls of all types including complex or escalated telephone calls related all homeowner's insurance programs i.e. High Value, and/or addressing an Agent or Customer complaint
- Perform functions in PTS, Image Right and SRM systems with complete proficiency

Education & Experience:

- Have a college degree and/or a minimum of 5 years experience in the insurance industry or related business
- Holds a current property & casualty 2-20 or 4-40 license

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