



Position Description
Underwriting Analyst
Position Location: Green Bay, WI

Reports to:
Vice President

Status:
Non-Exempt Position – Full Time

Level of Pay:
Commensurate with work experience & level of education

Primary Schedule:
Full-time 40 hours per week as business needs dictate M-F. Employee will be working daily to meet assigned caseload service levels as agreed upon in SUS contracts and corporate metrics. Primary hours of 8 am – 5:30 pm with occasional overtime required as business needs dictate.

Position Description:
The employee will assist in the preparation, quoting, and entry of new business prospect applications for stop loss insurance coverage, or other specialty products underwritten at SUS, while maintaining a high level of accuracy and meeting assigned due dates.

The employee will correspond with various parties including agents, clients, Third Party Administrators (TPAs), carriers, applicants, and underwriting staff in support of the underwriting process with occasional claim efforts required. The underwriting analyst will ensure quality and timeliness of quote requests for stop loss insurance or other insurance coverages, application processing, correspondence and respond to customer's inquiries. The employee will be responsible for group health business for both new business and renewal clients. The underwriting analyst will be responsible for personal production for a client's block of business as well as other administrative assistant duties as required for SUS-Amwins corporate initiatives.

The underwriting analyst works with the underwriter using a team approach to manage a new business caseload and assist the underwriter in processing profitable new business. The UWA in this role is also responsible for accurate underwriter health review documentation on the underwriter health history review form as disclosed and

documented by the applicants on their enrollment form. The UWA will also assist the underwriters preparing client renewal/anniversary files to facilitate efficient pricing of anniversary risk for inforce clients. The UWA may be asked to represent the underwriting function in customer meetings, client, broker, TPA, and carrier interactions when necessary. Special projects in addition to their assigned caseload may be assigned where meeting deadlines is critical.

The UWA will also assist with other office duties necessary for health insurance block management as assigned.

Qualifications and Essential Duties:

- Knowledge of the underwriting discipline and the health insurance industry
- Prepare new business quotes and proposals for assigned underwriter's review will be a primary responsibility in this position.
- Prepare Underwriter Health History documentation reviews recording information for applicants as disclosed on their health enrollment form.
- Healthcare industry and product knowledge required
- Excellent interpersonal, decision making and analytical skills required
- Ability to work in a team environment and multi-task
- Ability to self-analyze work and look for ways to improve his/her own daily work processes; creative problem solving used in daily work; flexible and willing to adjust to changes in work environment and respond positively to change
- Resolves issues to customers satisfaction while balancing with the needs of the business
- Within authority levels, after appropriate training and progression in risk identification, the staff member would be expected to identify and evaluate exposures and refer them on to an underwriter as appropriate
- Works with team members and agents to resolve production errors and manage production activities. Recognizes workflow inefficiencies and develops solutions to resolve inefficiencies as well as test new workflow products and solutions
- Excellent customer service skills
- Excellent verbal and written communication skills as frequent phone communication is essential to success in this position
- Ability to handle difficult situations diplomatically
- Provides needed technical support to agents including consultation and training on processes and procedures
- Stays abreast of department procedures and changes to ensure most up-to-date information is provided
- Operating and system testing
- Some travel on commercial airlines maybe required
- Miscellaneous administrative tasks and other duties as assigned as business needs dictate
- Special project assistance

Education/Experience:

High school diploma required. Secondary education required: Business or Healthcare Degree preferred. 2 or more combined years of education and experience in a business or healthcare related field required. Health insurance industry experience preferred; underwriting department experience preferred; Basic Medical Terminology and/or Human Biology coursework preferred and required within first 12 months in position. Insurance industry coursework required with time in position. Microsoft Office experience including Word and Excel experience required.

Advanced Medical Terminology with disease process and/or other acceptable human biology coursework will be required within 24 months in the position as well as other industry coursework in healthcare industry associations such as AHIP, LOMA or other acceptable industry organizations will be required with work toward an industry designation such as HIA (Health Insurance Associate).

Supervisory Responsibility:

As assigned by Supervisor. No direct reports on a daily basis.