

DIRECTOR OF UNDERWRITING**Nature of Work**

Under general direction, performs complex managerial and administrative work directing the underwriting unit of the Workers' Compensation Division. Assists in the strategic development, management and pricing of new and existing rating plans to minimize financial risk. Plans, organizes, directs and reviews the work of professional staff in evaluating and selecting risk, determining proper coverages and rating plans, pricing and rating coverages, and providing customer service. Establishes and implements underwriting policies and procedures in cooperation with Executive Division staff and the Performance Council. Coordinates related information with premium collection and claims management. Oversees the administrative functions of the unit to include budgeting, personnel staffing, training, goal setting and reporting. As part of the reporting process, monitors premium collection and claims management activities. Performs related work as required.

Examples of Work**Leadership**

Plans and organizes the work of the unit; provides leadership and direction to staff, executives and stakeholders; forecasts unit expenditures and develops budget.

Establishes goals and conducts performance reviews for underwriting staff; oversees unit staffing and training.

For new and renewal employer accounts, evaluates and examines underwriting account reviews, premium audit results, and loss control reports to assess and measure account and overall unit performance.

Technical Knowledge

Evaluates and prices complex accounts such as retrospective rating, adverse risk, deductibles, and self-insurance; calculates premiums based on classifications, payroll exposures, credit risks, and loss control initiatives; adjusts reserves and premium taxes accordingly.

Reviews underwriting determinations for sound judgment and compliance with applicable rules and procedures.

Works with Risk Management team and other Division staff to review, develop, and recommend new Workers' Compensation rating plans and product lines and assists in the development of pricing strategies for each plan/product line.

Researches and assists in the formulation of proposed Workers' Compensation rules as they relate to underwriting policies and procedures.

DIRECTOR OF UNDERWRITING - Cont'd.**Examples of Work - Cont'd.****Communications**

Attends and/or participates in meetings and seminars to communicate special or new areas in Workers' Compensation insurance, underwriting rules and underwriting policies and procedures to Division executives, the Performance Council, public officials, and other stakeholders as necessary; coordinates the Underwriting Unit's communication plans.

Develops and delivers presentations to new and existing employers.

Responds to inquiries from state agencies and public entities regarding coverages, rating plans, and resulting premium calculations.

Influencing/Negotiation

Communicates rating plan options to employers to influence accurate selection of coverage options; demonstrates ability to research successful settlement of account issues through discussion and compromise.

Analytical/Problem Solving

Serves as final authority on underwriting related disputes and on complex underwriting decisions (e.g. recommendation of accounts for the adverse risk plan); compiles data to resolve underwriting issues.

Customer Service

Develops employer customer service plan and communicates to staff.

Provides customer service to employers including the issuing of provisional coverages, certificates, as well as assisting with prompt responses to employer inquiries.

Teamwork

Assists in the design of underwriting training classes. Completes special projects and assists in training staff.

Knowledge, Skills and Abilities

Knowledge of Workers' Compensation laws, policies and procedures regarding risk administration, insurance and risk management, field auditing, accounting or business administration, underwriting, and loss control.

Knowledge of Board of Risk and Insurance Management legal basis, and the rules and regulations governing system operation.

Knowledge of division policies, procedures, rules and regulations; laws, rules and regulations pertaining to the insurance industry.

DIRECTOR OF UNDERWRITING - Cont'd.**Knowledge, Skills and Abilities - Cont'd.**

Knowledge of advanced mathematics, including statistics.

Knowledge of the form and content of insurance policies.

Knowledge of underwriting processes, principles, practices and underwriting administration; the theory, principles, and practices of insurance, risk selection and classification.

Knowledge of various insurance coverages, pricing methods, and procedures.

Knowledge of general personnel performance evaluation procedures and laws related to Equal Employment Opportunities, sexual harassment and affirmative action.

Ability to lead and motivate professional and support staff to achieve underwriting goals and objectives.

Ability to plan, organize and direct the work of an underwriting unit and resolve complex operational issues.

Ability to operate a personal computer and use spreadsheet and word processing software in daily work.

Ability to analyze complex data and make sound judgments relating to underwriting administration; to read and interpret financial statements, credit reports, and financial ratios.

Ability to establish and maintain effective working relationships with staff, legislators, state and local officials, public employees and the general public.

Ability to communicate effectively, both orally and in writing; ability to speak before groups.

Ability to analyze and evaluate specific complaints and inquiries regarding insurance contracts, coverages, and rating plans.

Ability to prepare and present complex reports on underwriting activities and performance measures.

Minimum Qualifications

TRAINING: Bachelors degree from an accredited four-year college or university. Preference may be shown for applicants with a degree in business administration, finance, economics, insurance, accounting, risk management, engineering or actuarial science, or other business related area.

EXPERIENCE: Seven years of full-time or equivalent part-time paid professional experience in underwriting with a major insurance provider; two years of which must have included supervisory or management level experience in the area of underwriting.

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DIRECTOR OF UNDERWRITING - Cont'd.

Minimum Qualifications - Cont'd.

SUBSTITUTION: Chartered Property/Casualty Underwriter (CPCU) certification may substitute for two years of the required general experience. Associate in Underwriting (AU) designation may substitute for one year of the required general experience.

SPECIAL REQUIREMENT: Employee will be expected to complete requirements for the Chartered Property/Casualty Underwriter (CPCU) Program and/or other related professional designation, Associate Underwriter (AU), Associate Risk Manager (ARM), within a specified time period.

Established: 02/27/97
Effective: 03/01/97