

**Job Title:** Policy Services Specialist  
**Department:** Underwriting  
**Unit:** Policy Services

### **JOB SUMMARY:**

This role involves supporting the underwriting process and coordinating policy operations. The ideal candidate will possess a strong understanding of insurance principles, maintain exceptional organizational skills, and the ability to collaborate effectively with various stakeholders.

### **ESSENTIAL FUNCTIONS:**

- **Underwriting Support:** Assist underwriters with risk analysis and assessing policy applications related to workers' compensation.
- **Policy Coordination:** Manage the processing and coordination of policies, ensuring accuracy and compliance with regulatory standards.
- **Document Management:** Maintain comprehensive and organized documentation of policies, endorsements and related account information.
- **Compliance Assurance:** Remain current with department and industry regulations as well as ensure adherence to all aspects of policy issuance and underwriting standards.
- **Process Improvement:** Recommend and implement process enhancements to streamline policy coordination and underwriting support operations.
- **Customer Service Support:** Provide superior customer service in all interactions with external stakeholders.
- **Interdepartmental Collaboration:** Facilitating information exchange, resolving customer conflicts, and participating in cross-departmental meetings to discuss policy dynamics and operational improvements.

### **QUALIFICATIONS REQUIRED:**

- Strong competency with Microsoft Word, Excel and Outlook.
- Willingness and capability to learn insurance processes and leverage technology.
- Aptitude to progress toward underwriting responsibilities.

### **EDUCATION/EXPERIENCE REQUIREMENTS:**

- Insurance certification and/or designations preferred.
- Insurance-related work experience is preferred.
- General understanding of policy life cycle.