



Underwriting/Customer Service Representative

Job Title: Underwriting, Customer Service

Responsibilities

- Ensure that customer service calls are answered in a timely, efficient and knowledgeable manner.
- Ensure that new business, endorsements, error reports, etc. are being administered according to written procedures.
- Monitor system queues and workflows to ensure individual production meet performance metrics.
- Responsible for suggesting methods to improve area operations, efficiency and service to both internal and external customers.
- Responsible for updating the system of all incoming documents.
- Processing all change requests by phone, fax or email.
- Processing cancellation requests made by the agents and policy holders.
- Answering and servicing inquiries from the "Live Chat" system.
- Answering and servicing incoming calls from agents and policy holders.
- Develop and maintain positive working relationships with agents, consumers, other interoffice departments and staff. Provide assistance wherever it is needed.
- Underwriting, reviewing and analyzing applications for risk acceptability.
- Order and review claim and/or motor vehicle reports as well as other documents to determine acceptance.
- Maintain a firm degree of ethical responsibility and standards.
- Provide superior customer service and other miscellaneous duties as assigned.
- Review program offering with agencies.
- Offer to review rate discrepancies with agents.
- Assign and route all documents received via fax.
- Assign and process emails sent to Customer Service.
- Process Daily Errors and Exceptions: Endorsement Errors, Renewal Errors, UW Errors, NB Errors, Accounting Errors.
- Process SR22/SR26 filings.
- Review UW Alerts and take necessary action as a result of claims investigation.
- Review and process any suspense correspondence.
- Process Write Off reports.
- Working closely with the Marketing team and Product Management team.

Qualifications

- Ability to communicate effectively to a variety of audiences
- Ability to support a vision of direction
- Ability to stay organized on multiple tasks
- Excellent communication skills (verbal and written), including ability to effectively interface with all levels of management.
- Knowledge of and ability to apply appropriate mathematical functions as necessary to make projections, identify, and analyze problems
- Ability to use Microsoft Office programs
- Bilingual is a plus
- Previous Independent Agency experience is a plus
- High School Degree/GED

Benefits

AmWINS Specialty Auto seeks to attract career-oriented individuals, and as such provides competitive pay and considerable opportunity for merit-based advancement. Our comprehensive benefits package includes the following:

- 401K with Company match
- Medical, dental & vision coverage
- Paid time-off
- Pay-for-Performance
- Flexible spending accounts
- Tuition reimbursement
- Work/Life resources
- Employee and Dependent life insurance
- Disability insurance
- Accidental death and dismemberment insurance

Location: Richardson, TX

Schedule: Full Time

Travel: No