

Underwriting Support Specialist (Insurance)

As an Underwriting Support Specialist, you will play a key role in supporting the underwriting and policy issuance process by reviewing submissions, binding policies, and ensuring the accuracy and timeliness of policy delivery. You will work closely with underwriters, producers, and internal teams to ensure policies are issued and maintained according to underwriting guidelines and company standards.

You will collaborate across departments and contribute to a high-performance underwriting team by maintaining efficiency, accuracy, and responsiveness. Performance expectations include meeting service standards, supporting underwriting workflow, and enhancing operational effectiveness.

Key Responsibilities:

- Process and issue binders using our in-house policy management system.
- Build and issue policies as per underwriting guidelines.
- Assist underwriters by reviewing and validating underwriting documentation to ensure completeness and compliance.
- Respond to policy-related inquiries from insureds, underwriters, and producers across multiple lines of business.
- Process motor vehicle reports (MVRs) through LexisNexis for driver additions and verify eligibility as per underwriting guidelines.
- Collaborate with underwriting to confirm coverage intent, apply appropriate forms and endorsements, and finalize policy issuance.
- Maintain accurate records by saving all correspondence and policy documentation in the electronic filing system.
- Manage a high volume of underwriting support tasks with precision and attention to detail.
- Handle inbound service-related calls and emails, resolving inquiries or routing to the appropriate underwriter.
- Prioritize and organize daily workload to meet deadlines and service expectations.

Preferred Qualifications & Skills:

- Experience in commercial insurance strongly preferred; commercial auto knowledge is a plus.
- Prior experience supporting underwriters or working in a policy issuance or binding role is beneficial.
- Proficiency in Microsoft Office applications (Word, Outlook, Excel, Adobe).
- Strong attention to detail with proven ability to manage multiple tasks and deadlines.
- Ability to thrive in a fast-paced, team-oriented environment.

- Strong communication and problem-solving skills.
- Comfortable working with virtual teams and collaborating across locations.
- High ethical standards and a commitment to professional integrity.
- Eagerness to learn and continuously improve technical and underwriting-related skills.
- Ability to travel to other office locations if needed.

We offer competitive compensation, professional development opportunities, paid time off, and benefits packages that exceed market standards.