

Personal Lines Underwriting Supervisor Overview:

It is the responsibility of this position to supervise, coordinate, and monitor the activities of a team of Account Executives/Underwriters. This person will also contribute to the company's personal lines profit, growth, retention, service, and quality assurance goals. This is accomplished through application of company standards, policies, and procedures associated with the servicing of policyholders who have been assigned to the personal lines service center by our independent agency partners.

Responsibilities:

Oversee incoming calls from policyholders, agents and lending institutions; respond to inquiries about coverages, policy status, and billing; make adjustments to policy information as requested by the policyholder. Ensure that all responses and adjustments are based on established standards, policies and procedures and within prescribed authority for personal lines of business assigned to the service center.

- Effectively communicate underwriting decisions and appetite.
- Apply knowledge and understanding of coverage forms, rating plans and guidelines in the selection and pricing of individual risks. Ensure adequate pricing of individual risks through proper classification, accuracy of information and adherence to company underwriting standards and philosophy. Examine and evaluate exposures thoroughly, using applications, inspections reports, motor vehicle reports, CLUE reports, etc.
- Work within authority to quote, accept, decline, modify and renew risks within territorial assignment in accordance with accepted underwriting guidelines for items referred to you by the account executives.
- Prepare and provide new insurance quotes for existing policyholders to maximize cross selling and up selling opportunities.
- Reinforce the ease of doing business with Selective by meeting or exceeding customer expectations and service quality on a consistent basis.
- Work closely with each assigned agency and the personal lines territory managers to build relationships that develop new business opportunities and maximize retention.
- Oversee the transfer of existing Selective books of business to the service center and books of business agents are transferring to Selective from another carrier.
- Ensure compliance with regulatory requirements, filed and approved rating programs, and company procedures for individual states within assigned territory.
- Perform regular quality assurance reviews. Recommend and implement procedural changes to maximize efficiencies while striving for consistency between the service center team and the PL SBU underwriting teams.
- Evaluate and provide guidance to team members on an ongoing basis. Identify individual team members' strengths and developmental needs. Create developmental assignments that maximize the performance and creativity of each team member.
- Maintain administrative records, including: success management (business objective setting, mid-year status, and year-end review), attendance, performance incident documentation, and certification/continuing education requirements.
- Work in unison with policyholders, agents, territory managers, the PL SBU and other departments within the Selective community to grow and maintain a profitable book of business based on agency/territorial/team assignments.
- Participate in identifying, developing, implementing and monitoring personal lines pricing and products in collaboration with the personal lines SBU, the BSU, the territory managers and others involved in the process. Share any data on

competitors' products, programs and pricing levels with the PL product management team.

- Work effectively within Selective's automated systems, including email, eSelect®, SelectPLUS®, claims and billing systems. Works effectively with agency management system.
- Recommend and implement procedural changes.
- Develop and maintain effective working relationships with Service Center Operations Manager, Business Development Manager, peers, individual team members as well as internal and external customers.
- Communicate openly and in a timely fashion to team members on individual progress and shares information.
- Participate in Agency visits and other efforts to promote the Personal Lines Service Center.

All qualified applicants can apply for this position online at www.selective.com under the career link or email your resume to Amy Babcock at amy.babcock@selective.com.