



Director of Underwriting, Pricing & Risk Mgmt.

Branford and Plainville, CT

True Benefit (www.true-benefit.com) is conducting a candidate search looking for a Director of Underwriting, Pricing & Risk Mgmt. We are a licensed life & health producer in 12 states. We underwrite, distribute, manage and administer employee benefits business for more than 15k+ companies and 480k worksite employees.

Particular emphasis is paid on innovative approaches to engage both the employer and employee in benefit programs that drive value for the consumer, and mitigate the rising cost of health care. We provide end to end assistance in the benefit marketplace. With a strong team of seasoned insurance professionals, we assist our clients through:

- Driving Fortune 500 solutions to small and mid-sized employers
- Strategic sales support
- Account management
- Wellness and Consumer Driven Health Plans
- Business risk evaluations through strong in-house underwriting
- Education and Training distribution channels on effective health care and benefit strategies

True Benefit is an AmWINS company and one of 10 companies in the Group Benefit's Division. The Group Benefits Division is one of five divisions under the AmWINS Group, Inc. brand. The other divisions include Access (P&C), Brokerage, Underwriting, and International.

With more than 4,000 employees, we are collection of 42 wholesale brokerages, underwriting, group benefit and service operations which have been acquired over the course of 15 years. With more than \$14 billion in premium placements, AmWINS the largest wholesale insurance broker in the U.S.

Position Overview

Reporting to the VP of Risk Management, the Director of Underwriting, Pricing & Risk Mgmt. will use expert knowledge of Group Health Underwriting, and strong communication skills to lead a team of 15 Underwriting professionals. The Director will uphold and seek to improve company standards in managing and implementing underwriting operational excellence. The Director will seek to build strong cross-functional collaborative relationships with the sales force, clients, and other internal/external constituents to meet plan and market objectives.

Responsibilities

Underwriting & Leadership

- Day to Day
 - Monitor case queue for turnaround to meet Service Level Agreement (SLA) with client
 - Assist Underwriters with case reviews and questions.
 - Lead bi-weekly team meeting.
 - Monitor Underwriter productivity, and improve Underwriting team and production standards.
 - Exceptions management.
 - Facilitate peer reviews and feedback.
 - Update business rules based on challenges or trends in market.
 - Maintain understanding of portfolio products (8 Carriers) with our markets (12 States).
 - Maintain understanding of core technology (Pricing tool, reporting tools, etc.).
 - Demonstrate Benefit Portfolio risk management principles.
- Support training initiatives both internal and external.
- Coordination with Sales.
- Assess team structure and potential need for different roles or titles, and establish clear expectations by role.
- Manage performance, coach/mentor Underwriters, and evaluate for promotion.
- Manage benefits instructional communications and training to Underwriting staff (or Sales when appropriate)
- Own Underwriting process and procedure, continually improve to maintain best practice.
- Assess ongoing training needs (new topics or refresher) and facilitate training. Utilize audit results to identify

- Maintain communication standards (standardized emails to sales ex: approvals, declinations, missing information).
- Facilitate annual Pricing Tool load review (all benefit plans and rates).
- Staffing/Recruiting
 - Determine necessary staff level and market assignments, update job descriptions and hiring criteria.
 - Attend career fairs, interview and assist in selection of new hires.
- Sales Team support
 - Participate in "weekly" market calls sales.
 - Review escalated groups (pricing, exceptions).
 - Participate in bi-weekly sales call.
 - Handle questions for anything related to Underwriting, technology, and pricing strategies.

Carrier Relationship Management

- Run and consolidate business reports by market.
- Gather market updates from Sales team for inclusion in the report.
- Identify developing trends/concerns and reach out to the appropriate parties to address.
- Distribute report to internal and external stakeholders.

Market Management

- Institutionalize the capture of local data among local carriers, Sales and Underwriting to be able to adapt and pivot our pricing strategy.
- Drive local market training/development.
 - Standardized useable format for all markets.
 - Develop and maintain training modules for quarterly new employee (client based) training.
 - Establish training schedule.

Open Enrollment

- Identify opportunities to improve the process flow internally and externally.
- Conduct Year End debrief (post busy season).
- Assist in developing strategy of current and alternate carrier offering at renewal.
- Collaborate with carriers on Retention underwriting and how it is managed at a client level.

Qualifications

- Bachelor's Degree required or equivalent experience.
- Not less than 7 years of underwriting experience, preferably more.
- Not less than 3 years of leadership experience, preferably more.
- Demonstrated ability to foster and develop effective relationships in support of corporate growth, profitability, and retention objectives.
- Must possess some knowledge of process improvement techniques.
- Expertise in Underwriting Pricing methodologies (manual, experience, blended, alternate, etc.).
- Expertise in Rating methodologies and/or functions (rating and accounting).
- Strong understanding of Alternate Funding arrangements.
- Proficient in Microsoft Outlook, Excel, Word and PowerPoint.

Critical Assessment Questions

1. As it relates to the underwriting best practices, please provide an historical explanation of your process improvement experience. Additionally, is there a process improvement experience that you can point to as a standout accomplishment as an underwriting leader? Please describe.
2. Communication and leadership go hand in hand. Tell me about a time when your communication skills enabled you to influence the way others thought or acted, even in a very difficult situation.
3. Solving problems requires more than good ideas; it means acting. Describe a time when you were able to take meaningful action to resolve a problem.
4. Please describe an example of how you have demonstrated underwriting technical or functional expertise.

Application Process

If you are interested in being considered in the hiring process, for evaluation related to this opportunity, please complete the following required steps:

- After each **CRITICAL ASSESSMENT QUESTION** listed above please provide written responses to **fully**

- Helpful Tip: Your audience is the hiring manager. Please be as detailed and descriptive in your responses as possible. As a supplement to your resume, he/she will read your responses to help determine your suitability for interview.
- Please note that your completed document will be submitted in support of your resume should you be deemed a “finalist” for the position.
- Please email your updated resume and responsibility responses to:

Michael McManaman
Director, Executive Recruitment | AmWINS Group, Inc.
michael.mcmanaman@amwins.com | 401-734-5984

Equal Opportunity Policy: The acceptance of the requested information for consideration and referral of candidates will be without regard to a candidate’s race, creed, color, age, gender, marital status, veteran status, national origin, sexual orientation/identification/expression, disability status, or weight and will be based solely on the candidate’s qualifications for the position. We are an equal opportunity employer.

