



GENERAL INSURANCE COMPANY

**POSITION TITLE: Personal Lines Underwriting Supervisor**

**DEPARTMENT: PERSONAL LINES DIVISION - UNDERWRITING**

Reporting to the Underwriting Director, Personal Lines Division the Personal Lines Supervisor is responsible for the daily supervision of an Underwriting Team providing clear leadership and direction in a dynamic work environment. Has direct responsibility to execute underwriting policies, practices and procedures efficiently and effectively within established standards. Always displays corporate values, contributes to profitable underwriting growth and supports business objectives.

**Key accountabilities and responsibilities:**

- Supervise the daily underwriting operations of a team of personal lines underwriters up to 12 direct reports.
- Ensure compliance with EGI's underwriting rules, guidelines, policies and practices as well as local, provincial and federal regulations and laws governing the insurance industry.
- Manage daily workflow distribution and produce status reporting.
- Recommend and implement business process improvements to manage underwriting workload.
- Conduct daily, weekly and monthly staff meetings to review department and corporate goals and to set immediate action plans.
- Coaching, mentoring, training and development of underwriting staff.
- Measure underwriting service and quality standards. Manage the team to meet key underwriting service indicators.
- Employee relations responsible to conduct annual performance review, recruitment of personnel, and manage day to day attendance.
- Encourages openness and clear communication in others by example
- Responsible for implementing new policies and procedures, conducting regular audits and ensuring compliance with all existing policies and procedures.
- Continually drives a high performance culture across the team
- Builds strong customer relationships with Brokers and Agents and facilitates positive working relationships with vendors and services providers.
- Support change initiatives. Maintain personal commitment and focus so that change initiatives reach a successful conclusion
- Technical resource to handle complex accounts in excess of Underwriting Authority
- Participate in insurance industry functions and memberships.
- Provides direct assistance to Underwriting Director.
- Handles special assignments/projects as assigned.

**Competencies:**

- Extensive background in personal and commercial lines underwriting
- Strong technical underwriting knowledge of Personal Auto and Specialty Lines (Antiques, Motor homes, Trailers, Motorcycles), and Commercial Lines.
- Possesses strong product knowledge and policy wordings and has thorough knowledge and understanding of industry environment.
- Ability to make sound business decisions based on those wordings
- Ability to determine best practices and enhance business processes for continuous improvement.
- Exceptional analytical skills and portfolio analysis to recognize trends paying close attention to detail.
- Experience in developing underwriting training manuals.
- Ability to communicate openly and effectively at all levels
- Identifies, meets and exceeds customer expectations
- Ability to identify problems and resolve problems
- A team player with a positive attitude to achieve excellent service delivery
- Adaptable to a changing environment

**Qualifications:**

- College or University Degree in related field is required.
- CIP designation and working towards FCIP.
- OTL License preferred or is prepared to obtain OTL License once employed by the company
- 10 years underwriting experience with a minimum 5 years in Supervisory/Leadership in Personal and Commercial Lines.
- Excellent people leadership skills
- Above average written and verbal communication skills
- Effective analytical, problem-solving and decision making skills
- Experienced in working on RTM policy system is preferred.
- Highly competent using office applications, Word, Excel and PowerPoint.
- Highly organized and ability to multi-task

Interested persons should send their resume with a covering letter

To: Human Resources Department

At: [careers@egi.ca](mailto:careers@egi.ca)

Please include the job title in the subject line of your email.

We thank all applicants for their interest in this position. However, only those selected for interviews will be contacted.