



**Job Title:** Underwriting Manager  
**Department:** Underwriting  
**Reports to:** Director of Underwriting and Customer Service

### **Position Summary:**

The Underwriting Manager will ensure appropriate risk appetite application throughout the underwriting unit, and serve as a technical and authority resource for department members. This position will work closely with the Director of Underwriting to identify and implement underwriting programs that enhance and innovate business opportunities and customer service. Responsible for functions performed by assigned underwriting teams. Determines workload and workflow and monitors department production. Assists the Director in managing staff adequacy and attainment of service standards and objectives. Supports the Director with the oversight and development of short- and long-term Underwriting projects and strategic goals and objectives.

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### **Essential Functions:**

- Manages department workflow and monitors daily productivity to ensure proper controls and procedures are documented, maintained and followed.
- Actively participates in recruitment, training and development of support staff.
- Manages staff, tracking performance of each staff member through evaluation of individual production results and in accordance with company policies and procedures.
- Conducts regular and systematic quality control audits for each assigned staff member.
- Provides authoritative guidance to line staff on complex accounts and issues.
- Actively participates in analyzing the book of business and mid-large account market, identifying opportunities for improvement and business development through innovative underwriting programs.
- Supports and perpetuates the department's emphasis on agency relations to meet sales objectives.
- Ensures compliance with rules and regulations impacting policy contracts and communicates these standards to staff and affected departments.



- Maintains good relationships with agents, insureds, regulatory personnel and company teams.

## **Job Qualifications**

### **Education:**

Bachelor's degree from an accredited college/university in a business-related field.

### **Experience:**

At least 7 years of Property and Casualty insurance underwriting experience with at least 3 years in management.

### **Required Skills/Abilities:**

- Knowledge of underwriting procedures and policy life cycle
- Demonstrated proficiency in analyzing statistical data and identifying trends from data
- Proven ability to build and maintain relationships with internal and external stakeholders
- Ability to work independently, lead teams and mentor staff
- Ability to comprehend and apply guidelines, rules, and statutes from a variety of manuals
- Excellent oral and written communication skills

### **Specialized Knowledge, Licenses, etc.:**

- Demonstrated proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- CPCU or AU designation preferred

### **Values and Mission:**

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

### **Positive Attitude:**

Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.

### **Working Conditions:**

- **NEW MEXICO MUTUAL** maintains general office conditions with light physical demands.



- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment, drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens.