

## **Hermann Sons Life**

515 S. St. Mary's St., San Antonio, TX 78205

### **Underwriting Support Staff**

Job Description

#### **Position:**

Underwriting Support Staff are an integral part of our life insurance underwriting process. They are responsible for providing service to our customers, agents, home office staff and vendors via telephone, written correspondence and personal contact. All new life insurance applications are processed through the Underwriting Department. Underwriting Department employees report directly to the Vice President of Operations.

#### **Primary Duties and Responsibilities:**

- Set up and key new life insurance applications received.
- Post payments received for new life insurance applications and process daily department deposit.
- Request and obtain all necessary reports and/or exams in accordance with established underwriting guidelines.
- Follow up with agents and/or vendors regarding outstanding file requirements.
- Upload applications and supporting documents to our third-party underwriting service.
- Issue, proof, print and assemble new policies.
- Manage file room and scan life insurance files and any other necessary documents.
- Research and process returned mail and address change requests.
- Back-up for reception.
- Perform all other duties as assigned by the Vice President of Operations.

#### **Qualifications:**

- Familiar with Word, Excel, Outlook and be able to navigate various vendor portals.
- Solid attention to detail and basic math skills.
- Strong written and verbal communications skills.
- Ability to work well with others.
- Capable of prioritizing work and meeting deadlines.
- Sensitivity to confidential matters.
- Stable job history and clean background check required.
- Life insurance experience a plus.

#### **Employment Specifics:**

This is a full-time, non-exempt position with a generous benefits package. Regular office hours are Monday through Friday 8:00 a.m. to 4:30 p.m. 37 ½ hour work week!