

## Underwriting Operations Specialist

---

Underwriting Department  
Reports to the Manager and Sr. Vice President, Underwriting

### Summary and Purpose

The Underwriting Operations Specialist is responsible for handling a wide variety of duties primarily centered on development and maintenance of the rating system, as well as training others on underwriting systems and processes in all offices. Each Specialist takes part in shared responsibilities while also having an assigned area of expertise and focus. Individual projects are assigned as needed for research and development of new processes and/or underwriting products.

### Company Profile

Alaska National Insurance Company is a multi-line commercial insurer servicing businesses in the western United States for over three decades. We provide businesses with financially secure protection from risk, supported by the highest quality in customized policyholder services. We offer career paths in Underwriting, Claims, Loss Control, Audit, Assigned Risk, Information Technology, Accounting and Administration. Alaska National is a financially "A" rated company with over 200 employees in Anchorage, Seattle, San Francisco and Boise.

Alaska National Insurance Company provides a strong benefits program which includes 401(k) program, and profit sharing. We provide medical, dental, vision, life and disability insurance, as well as paid leave and holidays.

### General Responsibilities

- Respond to user inquiries/problems with rating system
- Root cause analysis of reported problems (rating system, internal programming, user error)
- Open, track and troubleshoot problem and enhancement requests with rating system software vendor
- Coordinate regulatory updates with our rating system vendor, our regulatory department, our IT department and our underwriting department
- Testing of delivered programming for rating system
- Training of rating system users for new enhancement programming
- Develop new user training material with the assistance of rating and underwriting
- Other duties as assigned

### Minimum Requirements

- High school graduate
- Working knowledge of business office practices and procedures
- Effective oral and written communication, listening, interpersonal, customer service and telephone skills
- Above average grammar, spelling and business math skills
- Working knowledge of computers, including data entry, word processing and spreadsheet programs
- Excellent organizational skills
- Understands the fundamentals of insurance
- Preferred backgrounds include Property & Casualty Rating (all lines including Workers Compensation), System Analyst training, either educational or work experience

**Attributes**

- Excellent time management and prioritization skills
- Ability to multi-task in a fast paced environment
- Effective interpersonal, written and verbal communication skills
- Ability and initiative to gather information, analyze facts, and propose solutions
- Actively participates in team discussions and problem solving
- Willingness to complete professional designation(s) and continued insurance or technical education