



Job Title: Associate Underwriter
Position Reports to: Director of Underwriting
Classification: Non-Exempt, Full Time
Schedule: Monday through Friday

Job Summary:

Southern Oak is looking for an Associate Underwriter to join our Underwriting department. The Associate Underwriter will provide processing support and administrative assistance to the Underwriting team by evaluating and processing basic policy changes and other miscellaneous underwriting activities. The ideal candidate will demonstrate precise attention to detail, analytical decision-making skills, exceptional customer service to internal and external customers, and excellent verbal and written communications.

Primary Responsibilities:

- Process basic underwriting documents including applications, endorsements and cancellations in accordance with underwriting guidelines and standards
- Review various supporting documents for compliance
- Request additional documentation necessary for the processing of an application, endorsement or cancellation
- Provide timely and professional customer service to our agents and policyholders to resolve problems and answer questions on topics such as policy status, billing, products, and processes
- Perform specialized functions and assist with underwriting related projects

Qualifications:

- High school graduate; college degree preferred
- 0-2 years of experience in property insurance operations, agency, claims or call center preferred
- Insurance designations or license preferred (2-20, 4-40, etc)
- Ability to greet visitors, clients, and colleagues in a friendly and courteous manner
- Ability to provide exceptional customer service to internal and external customers
- Excellent verbal and written communications
- Proficient in Microsoft Office Suite or similar software
- Detail oriented and exceptionally organized
- Ability to work independently and identify and solve problems
- Ability to organize and prioritize work

**Benefits:**

- 401(k) with dollar-for-dollar company match up to 6%
- Medical, dental & vision
- Wellness & mental health
- Company paid Life, Short- and Long-Term Disability
- Paid time off
- Diverse, inclusive & welcoming culture
- Career development & tuition assistance
- Equal Opportunity Employer

Satisfactory completion of a post-offer drug screening and background check is a condition of employment.

Company

Southern Oak is a Florida-based insurance company specializing in personal residential property coverage with its home office in Ponte Vedra Beach, FL.