

Open Position: Inspection Support Supervisor

Location: Hybrid

Job Type: Full-Time

Starting Salary: \$79,100 - \$118,600

Massachusetts Property Insurance Underwriting Association is looking for a Inspection Support Supervisor to join our Underwriting department. This position reports to the Inspection Unit Manager. Reporting to this position is the Senior Inspection Analysts, Inspection Analysts, and the Inspection Technicians.

The principal function of this position is to provide direction, guidance and training to Senior Inspection Analysts and Inspection Analysts, and the Inspection Technicians, to include delegation of tasks, continuity of workflow. This position is responsible for overseeing the Loss Cost 360 management program, including distributing inspections for both internal and external inspection firms. This position also works closely with the Inspection Unit Manager and the Supervising Field Inspector to ensure the highest quality standards are maintained by assisting with the technical support, and quality control, for the internal inspectors and the external inspection firms. This position has final underwriting approval for all policies within its designated limits of authority.

### **JOB REQUIREMENTS:**

This position requires an associate's degree or equivalent work experience. Strong supervisory and interpersonal skills, as well as the ability to exercise discretion and confidentiality in personnel matters are essential. Strong verbal and written communication skills are needed to communicate with colleagues, clients and/or vendors and an ability to express ideas and concepts clearly is required. Must have a willingness to work as part of a team, sharing information and learning from colleagues. Strong analytical skills and a high level of accuracy and attention to detail are crucial. Working knowledge of the MSB and Loss Cost 360 programs, as well as MPIUA policies and procedures are essential. Must be able to work independently, have computer proficiency and maintain confidentiality. Prior insurance experience and knowledge of computers is helpful, but not necessary.

- Coordinate and allocate the workload among the Senior Analysts and Inspection Analysts, and the Inspection Technicians to ensure a high level of productivity, and to limit backlogs within Loss Cost 360 program and the Inspection Workflows in ImageRight.
- Oversee Inspection Assignment in the Loss Cost 360 management program, including distributing work to internal staff and vendors.
- Track and report on team performance, identifying areas for improvement and ensuring the team remains productive and efficient.
- Provide ongoing guidance to the internal inspection staff, ensuring they receive proper training on inspection procedures and the MSB and Loss Cost 360 Programs. Help

develop and mentor their skill set, including the creation of training material and updating of existing training material.

- Maintain current knowledge of Loss Cost 360 and MSB programs.
- Provide accurate responses to customers' written, or telephone inquiries, regarding inspection matters.
- Monitor daily unit operations, inspection tasks and ensure the internal staff are adhering to company standards, policies, and deadlines.
- Effectively evaluates the insurability of properties by underwriting inspections, to determine values and insurability, including the declination and amendment of coverage when necessary.
- Work closely with the Inspection Manager to resolve department issues and problems.
- Assist the Inspection Manager with the Arson Watch Reward Program.
- Maintain accurate record of attendance to include electronic time cards and time off for all direct reports.
- Conduct disciplinary proceedings in conjunction with the Association's established guidelines.
- Assist the Inspection Manager in completing and conducting employee performance appraisals and makes appropriate promotional salary recommendations to Management.
- Provide customer satisfaction through prompt, courteous service.
- All other duties and projects assigned.

#### **ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:**

To complete the essential functions of this position in a complete and timely fashion, the person must be able to:

- Must be able to remain in a stationary position 100% of the time.
- Needs to occasionally move about the office to access documents, office machinery, interact with team members, attend meetings, etc.
- Operate a computer and other office productivity equipment as needed to meet the requirements of this position.
- Read and create both physical and electronic documents.
- Effectively communicate with employees, customers, vendors, and other internal and/or external business partners on the telephone, in writing and in person.
- Think analytically, concentrate on assigned tasks, observe, and remember detail, and make decisions sufficient to meet the requirements of this position.
- Ability to travel as needed to meet the requirements of this position.

We offer an excellent benefits package, a matching 401(k) program, pension program, and we are conveniently located in Government Center.

For more information about Massachusetts Property Insurance, please visit our website at [www.mpiua.com](http://www.mpiua.com). Interested applicants should send resumes via e-mail. We are an Equal Opportunity Employer.