

Open Position: Operations Specialist I

Location: Hybrid

Job Type: Full-Time

Starting Salary: \$51,800-\$78,200

Massachusetts Property Insurance Underwriting Association is looking for a Operations Specialist I to join our Operations department. This position reports to the Operations Supervisor and has no supervisory responsibilities.

This position is responsible for the processing of underwriting tasks within assigned limits and assisting in the day-to-day functions of the mailroom when necessary.

### **JOB REQUIREMENTS:**

This position requires a high school diploma or equivalent. It further requires the ability to work in a deadline-oriented environment under stressful conditions. 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. Must be able to work independently, have computer proficiency and maintain confidentiality.

- Responsible for indexing applications and endorsements into the appropriate workflow.
- Reviews and submits new business applications through the exception portal.
- Approves, rejects and processes policy changes up to assigned policy limits.
- Processes policy cancellation requests
- Maintain basic knowledge of policy coverages including of policy endorsement coverage.
- Approve and issue applications up to assigned limit.
- Maintenance of MPIUA/RIJRA underwriting workflow through expeditious and thorough resolution of customer problems.
- Reviews replacement cost estimators completed by producers and inspectors to confirm accuracy.
- Coordination of workflow to ensure issuance of items in order of priority.
- Trained as a backup to collect outgoing mail at various intervals throughout the day and weighs, sorts and stamps each piece.
- Trained as a backup to separate outgoing mail requiring special handling per departmental policies, including all Legal and Financial department mail.
- Trained as a backup to hand deliver mail requiring special services (cancellations, overnight packages, certified mail) to post office.
- Maintenance of weekly work condition reports.

- Communicate with various vendors both verbally and online when placing service calls on mailroom and printing equipment.
- Expected to maintain relationships with printing, mailing and supply vendors and have bi-annual check-in's.
- Assist the Division in providing accurate quarterly supply reports by providing and updating all supply costs on a quarterly basis.
- All other duties and projects as 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:

- Frequently exert up to 50 pounds of force when carrying, lifting and moving supplies. Occasionally require climbing, stooping, crouching, grasping, balancing, reaching and lifting.
- 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.

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.