

Job Title Senior Underwriter Position Number _____

Supervisor's Title Underwriting Manager Grade 15

Department Finance Work Unit Underwriting

Prepared by Cathy Boller Date Prepared June 2007

FLSA Status Exempt Date Revised _____

POSITION PURPOSE	<p>To ensure that Delta Dental's rates and financial position remain stable and competitive while providing accurate and prompt service.</p> <p>The Senior Underwriter's primary duty is to evaluate renewal and prospective group files using independent judgment with respect to financial appeals and premium rating for Delta Dental's Book of Business. This person has the authority to negotiate rates independently within 2% of the needed premium for groups up to \$1,500,000 annual premium or 3,000 enrolled lives. The Senior Underwriter has the authority to make recommendations that directly impact the rates of these groups and makes independent decisions in regards to exceptions to the contract and exceptions to Delta Dental's normal guidelines and documents all concessions. Audits the inputs into the system by Contract Admin. Responsible for the entire process of rating and writing of formal proposals assigned in order to meet deadlines.</p>
ESSENTIAL DUTIES	<ol style="list-style-type: none"> 1. Provide prompt, courteous, and excellent service to internal and external customers at all times. This includes an obligation to actively cooperate and interact with Delta Dental Partners to advance the overall interests of Delta Dental of Colorado. 2. Responsible for the writing responses to questionnaires and rating of formal proposals assigned in order to meet prescribed deadlines. The Senior Underwriter's primary duty requires the ability to analyze and make independent financial decisions regarding the contents of a file that includes claims paid, renewal rate history, industry, and census factors of a group. This person analyzes this data and makes financial decisions that directly impact the loss ratio of Delta Dental's book of business. This also includes the ability to research new questions by contacting other experts within Delta Dental, and rephrasing the appropriate answer for proposals. 3. Analyzes and rates prospective group business as well as renewal rates and alternative proposals for renewal business for all groups and funding types; including those at the highest degree of difficulty. Uses problem-solving techniques and strategic thinking to come up with creative solutions for groups and brokers. 4. Meet with brokers and groups jointly with the Marketing department in renewal or prospective group finalist presentations to explain the rating methodology or any subject pertinent to the financial components of the quote that could include introductions to new products. 5. Explain in detail all current rating methodologies. 6. Audits and approves the inputs into the system to include new groups, renewal alternatives, focus review groups, benefit plan changes, and eligibility changes. 7. Coordinates the Performance Guarantee process as it relates to Underwriting and provides custom reports to satisfy performance guarantee reporting. 8. Provides ad hoc reports to marketing that utilizes knowledge of creating queries and manipulating spreadsheets.

OTHER DUTIES | 1. Other duties and projects as assigned.

EMPLOYEES ARE HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB

JOB SPECIFICATIONS

<p>KNOWLEDGE/ SKILLS AND EXPERIENCE</p>	<p>Expert accuracy and detail orientation skills</p> <p>Expert grammatical and reading comprehension skills for proposal writing</p> <p>Expert editing and proofreading skills</p> <p>Good presentation skills</p> <p>Solid knowledge of insurance underwriting practices that include division of insurance regulations</p> <p>Solid statistics and mathematical skills</p> <p>Solid analytical and problem solving skills</p> <p>Solid customer service skills</p> <p>Solid computer skills</p> <p>Solid written and verbal communication skills with the ability to effectively communicate and interact with all levels of personnel and the general public. This includes the ability to articulate common underwriting terms and definitions, methodologies, and processes.</p> <p>Requires a Bachelors degree in Business, Math, or Accounting with four (4) years group dental underwriting experience. The ability to complete insurance industry certifications.</p>
<p>Equipment Utilized</p>	
<p>Requires use of standard office equipment and equipment requiring involved set up, adjustments, and operational procedures. Examples include word processing, personal computer, scanners, and digital copier/printer. Programs used: GeoAccess, Oracle Discoverer, Excel, Access, Adobe Acrobat, and Microsoft Word.</p>	
<p>SCOPE OF AUTHORITY</p>	<p>The Senior Underwriter does have the authority to commit Delta Dental to a given set of rates for a specified level of benefits for a specified threshold group size. Some precedents and/or procedures exist. Expected to deal with different and specialized situations in assigned area. Work is not typically reviewed, random auditing is performed by the Underwriting Manager. Plans own work and the work of others to meet defined work plans and objectives.</p>
<p>FINANCIAL AUTHORITY</p>	<p>The Senior Underwriter has the authority to negotiate alternative renewal proposals and prospects within 2% of the needed rate for groups less than 3,000 enrolled lives and that generate up to an annual premium of \$1,500,000. Can make recommendations for more than 2% as part of the negotiation process. All rate concessions are formally documented and delivered to the Und Mgr.</p>

COMMUNICATION	Internal
	<p>Daily interaction with marketing staff and group contract contacts to obtain, provide, and exchange information.</p> <p>Regular interaction with audit staff and information technology team to obtain and provide information.</p>
	External
	<p>Regular interaction with consultants, brokers, and other Delta Dental Plan Association staff to obtain and provide information.</p>
RESULTS OF ACTIONS	<p>Mathematical and judgement errors in quotes and renewals directly impact Delta Dental's loss ratio and results in loss of money collected for claims and administration of dental benefits for each error. These errors are not detected for a few months and the effects last a year.</p> <p>Errors in quotes impact marketing and underwriting staff resulting in loss of time and damage to credibility with their brokers and customers.</p> <p>Errors impacting work, schedules, or costs to Underwriting Department are generally detected within a few hours. Errors impacting work, schedules, or costs to other departments are generally detected within a day.</p> <p>Errors impacting customer relationships and organization image and reputation are generally detected within a week.</p>
SUPERVISORY RESPONSIBILITY	<p>Fills in as acting Underwriting Manager when needed.</p>
WORKING CONDITIONS	<p>No physical effort beyond that typically required for a position working in a normal office environment.</p>

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

APPROVAL SIGNATURES	
Supervisor: _____	Date _____
Manager: _____	Date _____
Human Resources: _____	Date _____