

Business Analyst

This position currently follows a hybrid work schedule, with three in-office days. Tuesday and Thursday are Company anchor days, and the third day will be worked out with your manager.

Position Summary

The Business Analyst role involves assisting in the implementation of new product lines, product updates, and state-mandated changes in Homeowners, Dwelling Fire, and Automobile insurance rates, rules, and forms. This includes collaboration with Underwriting, Marketing, Operations, Information Systems, and Claims Departments to ensure seamless execution.

Principal Accountabilities

Job Knowledge

- Prepare and submit detailed System Investigation Requests (SIRs) requiring advanced analysis and testing.
- Maintain and update Personal Lines documentation on the Quincy On-Line administration system, ensuring accuracy and timeliness.
- Update system File Maintenance Tables and perform proofing for accuracy.
- Execute comprehensive system testing based on Test Matrices for projects and production bug fixes.
- Enter and troubleshoot quotes in industry-standard rating software for Real-Time raters.
- Perform manual rating reviews to ensure production accuracy and identify discrepancies with underwriting staff.

Communication and Relationship Building

- Contribute to weekly SIR/Project meetings, providing updates on SIR status and outcomes.
- Deliver training sessions and materials for staff regarding completed testing projects.
- Collaborate with teams across multiple office locations to address ongoing projects and troubleshoot issues.

Delivery and Productivity

- Identify, document, and resolve system issues through SIR processes, ensuring timely communication of solutions to the Personal Lines Department.
- Recognize system problems and decide when SIRs are necessary for resolution.
- Prioritize and complete assigned projects with accountability for final sign-off.

Business Insight and Analytics

- Build and utilize basic queries in Sequel for policy listings, problem identification, and production monitoring.
- Analyze data to ensure system accuracy and functionality.
- Propose improvements to processes and systems.

Grit and Approach to Work

- Remain adaptable to shifting project needs due to regulatory or company changes.
- Demonstrate a willingness to learn new skills, such as advanced Excel and query building.

Job Requirements

Education

- Bachelor's degree required.

Experience

- Minimum of three years in a related Property & Casualty insurance position, such as an Underwriter, Underwriting Assistant, or a Personal Lines agency producer.

Skills

- Strong insurance background with detailed product knowledge.
- Analytical and technical skills with systems expertise.
- Familiarity with ISO.
- Proficiency in Microsoft Excel and Word.
- Effective communication and presentation skills.

Values

- Uphold the company's vision to responsibly grow its business, people, and impact.
 - Adhere to a mission focused on financial security, risk management, and workplace integrity.
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Salary Range: \$73,000 - 90,000 per year. This range is a good faith estimate which reflects the annual salary we reasonably expect to pay for this specific full-time position at the time of posting. The actual salary offered will be based on several factors including the candidate's experience and qualifications.