

Intermediate Underwriting Assistant

Location: Fredericton, New Brunswick

Department: Processing Team

Reporting Line: Processing Team Lead

Job Summary

The Intermediate Underwriting Assistant plays a critical role in supporting the underwriting and processing functions within the organization. This position involves handling a variety of administrative, clerical, and technical tasks to ensure the efficient and accurate processing of insurance policies and related transactions, while also responding to inquiries from customers and agents. The ideal candidate is detail-oriented, organized, and capable of managing multiple responsibilities while maintaining a high level of accuracy and professionalism.

Key Responsibilities

Policy Processing & Documentation

- Verify the completeness and accuracy of insurance applications and submitted documents.
- Process insurance applications and transactions, ensuring accurate data entry.
- Maintain and update electronic records for proper organization and accessibility, and scan, index, and file policy-related paper documents.
- Generate and distribute insurance and billing documentation to policyholders in accordance with company guidelines.
- Perform daily logging activities to keep records up to date.
- Maintain system reliability by handling the replacement of backup drives when required.
- Investigate and resolve processing issues or discrepancies in a timely manner.

Communication & Coordination

- Collaborate with underwriters and other departments to resolve data discrepancies, billing and processing inquiries.
- Interact with agents and brokers to clarify policy details and obtain outstanding information required to complete underwriting files when necessary.
- Manage the general email inbox, fax, voicemail, and main office phone line as needed, ensuring timely and professional communication.
- Prepare and coordinate outgoing mail and courier packages, arranging drop-off or pick-up as necessary.
- Ensure compliance with data protection and confidentiality regulations when handling sensitive information.

Customer Service & Broker/Agent Support

- Address agent and broker inquiries and provide detailed information regarding policies and procedures, reprint and distribute liability cards and policy documents as needed.
- Assist brokers, agents and policyholders with payment processing and other policy-related inquiries.
- Maintain strong relationships with brokers, agents and policyholders ensuring smooth communication and timely follow-ups.

- Deliver electronic data and documents to agents and brokers on a daily basis.
- Uphold UGIC's core values: (Unparalleled Service, Genuine Relationships, Investing in Tomorrow, Commitment to Excellence)

Skills and Qualifications

Education & Experience

- High school diploma required; business or administration college or university degree preferred.
- 2–5 years of professional experience in the P&C insurance industry, preferably in a business or administrative role.
- Experience in auto insurance will be considered an asset.

Technical Skills

- Proficiency in insurance management systems, document management tools, and databases or CRM platforms.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Teams).

Key Competencies

- Attention to Detail: Strong accuracy and thoroughness in reviewing documents, identifying discrepancies, and entering data.
- Communication Skills: Effective verbal and written communication for engaging with colleagues, brokers, and agents.
- Organizational Skills: Ability to manage multiple tasks, meet deadlines, and prioritize work efficiently in a fast-paced environment.
- Teamwork & Collaboration: Comfortable working independently as well as within a team-oriented environment.
- Training and Mentorship: Proven ability to guide and support team members, share best practices, and improve processing procedures and overall efficiency.

Working Conditions

- Office-based role with regular interaction across multiple departments and external partners.
- Requires a balance of independent work and teamwork to ensure smooth and efficient processing operations in a fast-paced environment.

Professional Development

- UGIC supports all employees in furthering their education through the Canadian Insurance Institute.
- All UGIC staff have full access to the LinkedIn Learning platform, which offers a variety of courses to enhance knowledge and skills.
- Mentorship and career development support is available, leveraging employee extensive experience and professional expertise.

If you are interested in this position, please send your resume to pradeep.chandrasekara@ugic.nb.ca

We appreciate all applications, only those selected for an interview will be contacted.

Deadline for submissions is **November 23rd 2025**.