

MISSOURI GENERAL INSURANCE AGENCY

Job Title:	Quality Assurance/Auditor
Department:	Operations
Location:	Missouri General Main Office, 1227 Fern Ridge Parkway
Supervisor:	VP Operations
FLSA Status:	Exempt
Travel Required:	Minimal
Prepared By:	Human Resources
Prepared Date:	12/3/18

Missouri General Insurance Agency is hiring a Quality Assurance/Auditor position. The ideal candidate would have a Bachelor's degree and strong computer skills including Microsoft Office and databases. Experience in Applied Epic is a plus. A current Missouri P&C license and a minimum of 5-8 years of commercial and personal insurance account manager experience is required. We are looking for someone with excellent communication skills.

This position would involve performing account manager desk audits, new employee training in workflow and follow up audits, ongoing workflow training, managing downloads and assisting with administering company logins. Occasionally some back up Account Manager duties may be required.

Summary

This position is responsible for conducting desk audits and new employee training and workflow audits for both commercial and personal lines workflows to make sure it's in keeping with agency standards. This person would also be responsible for assigning downloaded policies.

60% AUDITING/WORKFLOW

- draft quality assurance policies and procedures
- perform account manager desk audits
- perform new employee training (both web and manual based) and audits
- interpret and implement quality assurance standards
- evaluate adequacy of quality assurance standards
- review the implementation and efficiency of quality and inspection systems
- document internal audits and other quality assurance activities
- investigate customer complaints and non-conformance issues
- collect and compile statistical quality data
- analyze data to identify areas for improvement in the quality system
- develop, recommend and monitor corrective and preventive actions
- prepare reports to communicate outcomes of quality activities
- identify training needs and organize training interventions to meet quality standards
- evaluate audit findings and implement appropriate corrective actions
- monitor risk management activities
- assure ongoing compliance with quality and industry regulatory requirements

30% DAILY OPERATIONS

- Assigning downloaded policies
- Policy support as needed
- Adding/editing companies in the database
- Back-up support for maintaining company logins
- On-going workflow training

10% SPECIAL PROJECTS

- Back up, emergency account manager
- Projects as required by Vice President of Operations

Education/Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Bachelor's degree preferred
- quality inspection, auditing and testing experience
- experience with implementation of corrective action programs
- Insurance industry experience, Applied Epic experience beneficial
- strong computer skills including Microsoft Office and databases
- knowledge of tools, concepts and methodologies of QA
- knowledge of relevant regulatory requirements

Key competencies

- attention to detail
- communication skills - verbal and written
- data collection, management and analysis
- problem analysis and problem solving
- planning and organizing
- judgment
- decision-making
- customer service orientation
- teamwork

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