



**Stability. Security. Close to home.**

Town & Country Mutual Insurance Company is looking for an experienced underwriting professional ready to take their career to the next level in the role of:

***PERSONAL LINES SUPERVISOR***

**We are seeking a highly motivated self-starter to:**

- Manage the day to day operations of the auto and residential underwriters, ensuring effective and timely processing of new, endorsement and renewal business.
- Identify and implement opportunities for efficiencies in workflow processes and guidelines in support of member service expectations.
- Analyze underwriting issues and encourage cooperation with producers in developing resolution plans.
- Ensure compliance with auto rate filing changes, regulatory audit processes and timely reporting to industry partners.
- Manage the service levels of the personal lines unit by monitoring staff performance.

**What you bring:**

- Expert knowledge of Mutual automobile rate filing guidelines.
- Ability to support and lead the development of product and process improvements.
- Awareness to provide constructive feedback to improve individual and group performance.
- A practical approach to problem solving with exceptional conflict resolution and people management skills.
- The ability to develop and coordinate the appropriate skills training for personal lines staff.
- Strong communication skills at both an individual and departmental level.
- Confidence in maintaining positive working relationships with all operational departments of the company.
- Curiosity and a willingness to be open-minded and adaptable to change.
- Post- secondary education, CIP designation or working towards one.
- At a minimum, 5 years of P&C experience
- Proficiency with policy and broker management systems and Microsoft Office programs.

At Town & Country Mutual, we are here to bring safety, security and certainty to our members in an unpredictable world, through our network of agents and brokers. Our approach to mutuality values personal contributions in a healthy and collaborative working environment.

**If this opportunity is of interest, we look forward to hearing from you.**

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