

**Job Title:** Quality and Training Specialist  
**Position Reports to:** Vice President of Underwriting  
**Classification:** Exempt, Full Time  
**Schedule:** Monday through Friday

**Position Summary:** Southern Oak is looking for a Quality and Training Specialist for our Underwriting department. This position will work under the direction of the Vice President of Underwriting. The Quality and Training Specialist will develop and deploy the Underwriting department's quality and training programs. Responsibilities include creation and maintenance of quality and training programs, performing quality evaluations, conducting training sessions, and handling of special projects.

**Primary Responsibilities:**

- Create and maintain quality and training programs and materials in support of Southern Oak's Underwriting operation
- Conduct quality evaluations of phone calls and/or transactional outputs of the Underwriting department including business partners
- Deliver training to the Underwriting department including business partners
- Collaborate with subject matter experts (SMEs) to develop and maintain Underwriting guidelines, rules, policies and procedures
- Identify and monitor department trends and make recommendations to management
- Responsible for regular reporting for staff and management
- Additional duties as assigned by management

**Qualifications:**

- Bachelor's Degree or High School diploma plus equivalent experience, college degree preferred
- 5 + years of experience in property insurance operations
- 5+ years in customer service, education, quality assurance, or related field
- Instructional design or course development experience preferred
- Florida 4-40 license required; Florida 2-20 license preferred
- Strong knowledge of homeowners insurance underwriting
- Ability to interpret insurance coverage and operations
- Excellent verbal, written, and presentation skills
- Proficient in Microsoft Office Suite or similar software
- Analytical and problem-solving skills and the ability to manage and prioritize multiple projects
- Creativity in resolving unique and challenging business problems
- Detail-oriented and exceptionally organized
- Ability to multi-task in a high-volume environment
- Facility management

**Benefits:**

- 401(k) with dollar-for-dollar company match up to 6%
- Medical, dental & vision
- Wellness & mental health
- Company paid Life, Short- and Long-Term Disability
- Paid time off
- Diverse, inclusive & welcoming culture
- Career development & tuition assistance
- Equal Opportunity Employer

Satisfactory completion of a post-offer drug screening and background check is a condition of employment.

**Company**

Southern Oak is a Florida-based insurance company specializing in personal residential property coverage with its home office in Ponte Vedra Beach, FL.