



# Cabrillo Coastal

General Insurance Agency, LLC

## PRODUCT MANAGER I/II

### Overview of Job Family

Our Product Team is a major contributor to our Company's over-all success. Representing Cabrillo Coastal with professionalism, integrity, creativity and a great depth of knowledge about all of our Company residential homeowners' products and their corresponding markets, our Product team members, comprised of a combination of Product Managers and Product Analysts, as well as an Actuary/Actuarial unit, are the creative force who brainstorm innovative ideas to "make it all happen," develop and implement opportunities to optimize our existing products' success and also foster the growth of new products with an innovative and proactive mentality, a great sense of urgency and a "get it done right the first time" work ethic.

The positions in the Product Team Job Family are in a progressive job series, comprised of Product Analyst I, Product Analyst II, Product Manager I and Product Manager II. By utilizing a progressive job series, our product team members are able to learn and consequently earn advancement on the product team and in the Company. We provide clear criteria that defines what represents demonstrated mastery at each level. Once an incumbent has mastered his/her position in the progressive job series, he/she, with the team leader's and the CEO's active input and agreement, is eligible to advance to the next level in the series, increasing his/her responsibility, authority and pay levels as a result.

### Job Overview

On a day-to-day basis, our Product Managers both perform a variety of duties related to the development of multiple products within assigned states or specialty areas and also lead and mentor other assigned product team members, within their designated regions (states) and/or product areas of specialty and focus. Our Product Managers have a great deal of responsibility and accountability in a wide range of residential property product development activities, including market analyses, appropriate rating structure and successful and efficient management of multiple, concurrent products in varying phases of development. Product Managers are also responsible for effectively and proactively communicating with senior leaders, sales team members, key producers/agents and carrier contacts on a frequent and responsive basis. Our product managers' job performance and results have a direct and significant impact the Company's over-all success and profitability.

### Job Responsibilities

Manages development, creation, implementation and maintenance of multiple Company residential homeowners products in assigned states; uses models that compare rates against major competitors in key target segments and overall; studies, questions, examines, and/or analyzes industry loss information and competitor rate filings for changes in overall rate level, rating structure, strategy, loss costs, loss trends, expenses and mixes of business and to identify and obtain business with highest margins; identifies comparative rater tools available in each state, determines costs/benefits and purchases when appropriate; regularly completes detailed and complete rate comparisons; continuously obtains feedback from sales team and reads, studies and analyzes claims and underwriting files and related data to keep current and highly knowledgeable of all products and results; proactively identifies and averts potential issues with products to attain positive resolution and results.

Establishes, builds and maintains effective working relationships and effectively communicates with senior management, sales team, key producers/agents, carrier contacts and other relevant business contacts; gathers, scrutinizes and develops recommendations based on competitor intelligence for new and existing products; develops effective summaries that effectively communicate advantages and disadvantages in pricing for distribution to key stakeholders; effectively communicates products strengths and weaknesses to management and other parties.

Manages, facilitates and coordinates catastrophe modeling for assigned products; develops, prepares, utilizes, studies, questions, examines and analyzes catastrophe models for pricing and segmentation; analyzes and applies multiple models to determine opportunities and rates changes.

Serves as Company liaison with assigned states Department of Insurance representatives; monitors, analyzes and understands the impact of changes in state laws affecting or restricting rate making; establishes builds and maintains effective working relationships with assigned state regulators; communicates and negotiates with state regulatory representatives to gain final approval of Company rate filings with minimal changes as quickly as possible.

Actively contributes as a member of the Cabrillo Coastal Team by providing assistance and support to assigned product development, sales, underwriting and/or other team members.

Continually works to enhance Company's success by finding opportunities to learn and implement ways to improve individual performance.

## **Skills and Expertise**

**Qualities:** Strong intellectual curiosity; Self-Motivated; Tactful; Diplomatic; Competitor; Quality- Oriented; Self-Starter; Team Player; Multi-Tasker; Adaptable; Flexible; Strong Work Ethic; Positive "Can Do" Attitude; Collaborator; Financially-Oriented; Service-Oriented; Exceptional follow-through; Integrity; Sense of urgency.

**Strong skill sets in the following areas:** applying advanced mathematics concepts; excellent oral and written communication skills; effective interpersonal skills; ability to work across organizational boundaries and to effectively share knowledge and best practices with team; ability to prioritize and organize as part of a project team to complete multiple tasks as well as to meet shifting deadlines and/or to adapt to shifting priorities while simultaneously working on multiple projects; active listening; decision-making; problem analyses/solving; and secure maintenance of confidential and sensitive information.

**Strong knowledge of:** Advanced mathematics concepts; rating analyses and homeowners product development tools, techniques, philosophies, strategies and practices used in the development of residential homeowners products; various personal lines products, including residential homeowners and personal umbrella products; insurance pricing; basic tenets of business planning and strategy; strong analytical and research skills; desktop computer operations; standard business software and web-based engine operations (e.g., Microsoft Word, Microsoft Outlook, Internet Explorer and more specifically, Microsoft Excel). MS PowerPoint a plus.

## **Licenses and Experience**

For Product Manager I – Bachelor's Degree in Mathematics, Actuarial Science, Physics, Engineering, Economics or related field from an accredited institution or equivalent and 4-6 years of experience in residential property product development.

Product Manager II -- Bachelor's Degree in Mathematics, Actuarial Science, Physics, Engineering, Economics or related field from an accredited institution or equivalent and 6+ years of experience in residential property product development.

## **The Details**

Full -Time Exempt (Salaried)

Pay: Commensurate with experience.