

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - HEAD OF CLAIMS LIAISON					
Sector	Financial Services				
Track	Sales, After Sales, Distribution and Relationship Management				
Occupation	Claims Liaison Executive				
Job Role	Head of Claims Liaison				
Job Role Description	<p>The Head of Claims Liaison is responsible for overseeing the administering of claims processing, ensuring claims matters are handled appropriately while driving high standards of customer care. He/She provides the strategic direction and framework around claims processes. He analyses claims trends to identify risk factors and develops solutions to mitigate these risks. He also maintains strong relationships with key stakeholders and customers in claims processes.</p> <p>The Head of Claims Liaison is able to work in a fast paced multi-tasking environment. He can recognise problems and implement effective corrective processes. He possesses strong interpersonal skills to develop and maintain relations with key stakeholder groups.</p>				
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Administer claims process	Key Tasks		
			Establish procedures in ensuring proper documentation flow to the team		
			Review organisation policies and procedures related to claims handling for continued relevance, appropriateness and robustness to ensure high standards of customer care and competitiveness		
			Oversee claims matters for key customers of significant strategic and financial importance to the business		
			Build and maintain strategic relationships with key customers		
			Manage escalated complaints from key strategic customers by undertaking remedial actions to resolve issues		
			Review claims trend analyses over time to identify key external risk factors that impact claims frequency and severity and to highlight common indicators of fraud		
	Drive solutions to mitigate risk and fraud in claims				
	Manage key business stakeholders	Establish claim processes that are in compliance with industry standards and regulations			
		Maintain and build strong relationships with lawyers, loss adjusters, underwriters and key stakeholders			
Ensure new claims and report to the relevant insurers within applicable Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)					
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)		
	Continuous Improvement Management	Level 5	Problem Solving	Advanced	
	Customer Experience Management	Level 5	Leadership	Advanced	
	Data Collection and Analysis	Level 5	Service Orientation	Advanced	
	Ethical Culture	Level 5	Transdisciplinary Thinking	Advanced	
	Fraud Risk Management	Level 5	Communication	Advanced	
	Insurance Claims Handling	Level 5			
	People Performance Management	Level 5			
	Product Advisory	Level 5			
	Regulatory Compliance	Level 5			
Stakeholder Management	Level 5				
Programme Listing	For a list of Training Programmes available for the Financial Services sector, please visit: www.skillsfuture.sg/skills-framework/financial-services				

The information contained in this document serves as a guide.