

SKILLS FRAMEWORK FOR FINANCIAL SERVICES SKILLS MAP - CLAIMS LIAISON MANAGER				
<b>Sector</b>	Financial Services			
<b>Track</b>	Sales, After Sales, Distribution and Relationship Management			
<b>Occupation</b>	Claims Liaison Executive			
<b>Job Role</b>	Claims Liaison Manager			
<b>Job Role Description</b>	<p>The Claims Liaison Manager is responsible for managing the claims process. He/She ensures all documents are obtained and notifies insurers or reinsurers for claims settlements. He manages various stakeholders to ensure all customers' requests are properly handled.</p> <p>The Claims Liaison Manager possesses the ability to think critically and has strong problem solving skills to manage the claims process and any potential issues. He has strong interpersonal and communication skills which enable him to effectively serve customers, negotiate and communicate effectively both verbally and in writing.</p>			
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	Administer claims process	<b>Key Tasks</b>	
			Ensure all relevant documents are obtained from the customer through communication with the brokers	
			Conduct negotiations to finalise settlement amounts, terms and recovery actions for customers of strategic importance or for claims that are highly technical and/or high value	
			Notify claims to insurers and/or reinsurers	
			Perform routine reviews on outstanding claims	
			Ensure issues interfering claims settlements are resolved in a timely manner	
			Ensure closure of all claims requests	
			Analyse claims trends over time to identify key external risk factors that impact claims' frequency and severity and to highlight common indicators of fraud	
	Develop solutions to mitigate risk and fraud in claims			
	Manage key business stakeholders	Ensure all customer requests and queries are dealt with promptly and accurately		Collaborate with lawyers, loss adjusters and underwriters on claims
Oversee new claims and report to the relevant insurers within applicable Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)				
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Continuous Improvement Management	Level 4	Interpersonal Skills	Advanced
	Customer Experience Management	Level 5	Service Orientation	Advanced
	Data Collection and Analysis	Level 4	Problem Solving	Advanced
	Ethical Culture	Level 4	Decision Making	Advanced
	Fraud Risk Management	Level 4	Communication	Advanced
	Insurance Claims Handling	Level 5		
	People Performance Management	Level 4		
	Product Advisory	Level 4		
	Regulatory Compliance	Level 4		
Stakeholder Management	Level 4			
<b>Programme Listing</b>	For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a>			

The information contained in this document serves as a guide.