

**SKILLS FRAMEWORK FOR SEA TRANSPORT
SKILLS MAP – SENIOR MARINE CLAIMS EXECUTIVE**

Sector	Sea Transport	
Track	Maritime Services	
Sub-track	Marine Insurance	
Occupation	Marine Claims Handler	
Job Role	Senior Marine Claims Executive	
Job Role Description	<p>The Senior Marine Claims Executive is responsible for managing the claims team and execution of claims procedures and processes. He/She evaluates the performance of claims function and proposes recommendations for improvements. He also assesses technical and high-value insurance claims and manages disputed claims or those involving litigation. He ensures overall customer experience by conducting regular customer feedback analyses to ensure the achievement of high standards for claims operations.</p> <p>The Senior Marine Claims Executive is logical and analytical in processing and reviewing insurance claims. He also demonstrates the ability to listen, make quick judgements under pressure and negotiate with customers on insurance claims outcome.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Analyse and investigate maritime insurance claims	Examine claims that are above the payment limits of team members or are technical and/or high-value in accordance with organisation policies and procedures
		Collaborate with third parties involved in the incidents and/or other service providers to investigate technical and/or high value claims
		Conduct due diligence on potentially fraudulent activities in technical and/or high-value claims
		Determine if technical and/or high-value claims should be accepted based on results of claims analysis and reports from service providers
		Recommend interventions to reduce incidents and injuries on board
	Administer claims process	Determine settlement amounts for technical and/or high-value insurance claims based on investigation outcomes
		Negotiate with customers on settlement amounts, terms and recovery actions in accordance with organisation policies and procedures and applicable laws and regulations
		Evaluate team's performance in terms of compliance to claims organisation's policies and procedures, basis of claims payment decisions as well as accuracy of assessment of terms, coverage and payment
		Manage overall insurance claims handling processes
		Liaise with co-workers from related insurance functions to identify claims exposure across client accounts and geographical areas
	Manage customer communication and matters	Ensure claim matters are handled according to customer service standards and defined customer experience policies
		Coordinate communications between clients, insurers, claims adjusters and other key stakeholders involved for claims pay-out purpose where applicable
		Analyse regular feedback and complaint trends from brokers, cedants, and insured clients to minimise future complaints
		Examine customer data to identify customer segments and service customers more effectively based on respective segment needs
		Evaluate effectiveness of claims handling strategies and approaches
Assess impact of internal factors affecting insurance claims process efficiency and effectiveness such as resource, duplication, systems and bottle-necks		
Identify technology solutions in line with market best practice that could facilitate improved productivity and positive customer experience		
Identify claim trends to propose product design enhancements		
Determine appropriate modifications to business processes to ensure seamless transition and minimise resistance for claims handling		
Monitor claims attrition and leakage to maintain profitability of portfolio		

Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Business Environment Analysis	Level 4	Interpersonal Skills	Advanced
Business Negotiation	Level 4	Service Orientation	Advanced	
Business Process Re-engineering	Level 4	Problem Solving	Advanced	
Business Requirements Mapping	Level 4	Resource Management	Advanced	
Change Management	Level 4	Transdisciplinary Thinking	Advanced	
Continuous Improvement Management	Level 4			
Contract and Vendor Management	Level 4			
Corporate Governance	Level 4			
Customer Experience Management	Level 4			
Cyber Security	Level 3			
Data Governance	Level 4			
Ethical Culture	Level 4			
Marine Insurance Claims Handling	Level 4			
Performance Management	Level 4			
Regulatory Compliance	Level 4			
Risk Control and Response Planning	Level 4			
Stakeholder Management	Level 4			
Technology Integration	Level 4			
Programme Listing	For a list of Training Programmes available for the Sea Transport sector, please visit: www.skillsfuture.sg/skills-framework/sea-transport			

The information contained in this document serves as a guide.