

**SKILLS FRAMEWORK FOR SEA TRANSPORT  
SKILLS MAP – MARINE UNDERWRITER**

<b>Sector</b>	Sea Transport			
<b>Track</b>	Maritime Services			
<b>Sub-track</b>	Marine Insurance			
<b>Occupation</b>	Marine Underwriter			
<b>Job Role</b>	<b>Marine Underwriter</b>			
<b>Job Role Description</b>	<p>The Marine Underwriter is responsible for providing leadership and guidance to the underwriting team. He/She assesses and evaluates applications of prospective customers and assesses the risks posed by clients to the company. He reviews assigned cases to provide underwriting decisions based on organisation guidelines and ensures the team meets customer satisfaction levels and deadlines. He drives the relationships with customer-servicing teams to ensure information on business rules and processes are provided as required. His duties require managing intermediaries, internal underwriters and external customers in a dynamic context.</p> <p>The Marine Underwriter possesses strong analytical and numerical skills and is familiar with various risk assessment software. He is a strong communicator and is comfortable engaging with a <a href="#">brokers, agents and assured clients</a> as a technical specialist. He is highly logical, able to comprehend complex amounts of information and make judgements to drive decision making.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>		<b>Key Tasks</b>	
	Devise maritime underwriting strategies and perform underwriting			Provide insights on insurance market environment and competitors
				Perform technical underwriting for <a href="#">maritime</a> underwriting processes
				Review technical underwriting for insurance products
				<a href="#">Conduct risk assessments as part of due diligence on client history, vessel specifications and sanctions</a>
				<a href="#">Review quotes for presentation to brokers, agents and assured clients</a>
				<a href="#">Negotiate rates and contractual terms with brokers, agents and assured clients</a>
	Oversee insurance products development and improvement			Oversee idea-generation sessions on special deals and plans with product team
				Assess product performance based on <a href="#">brokers', agents' and assured clients'</a> feedback to propose improvement strategies for <a href="#">hull, cargo and/or other lines of insurance</a>
				Perform analyses <a href="#">utilising models</a> for <a href="#">insurance and reinsurance</a>
	Oversee maritime policies and processes			Improve current underwriting methodology and rules <a href="#">based on internal feedback, stakeholders' inputs and analyses</a>
				<a href="#">Adapt policy coverage and terms to accommodate customers' needs and to reflect emerging risks for insurers and changes in global regulations or conventions</a>
		<a href="#">Revise existing maritime policies to reflect changes in original policy coverages</a>		
		<a href="#">Conduct risk assessments to ensure marine insurance policies applied properly when determining amount of liability to take on</a>		
		Revise underwriting standards to ensure alignment with the organisation's guidelines		
		Perform audit activities of ceding companies as appropriate		
Manage key business stakeholders			Manage relationships with important customers to ensure their requirements and customer service delivery standards are met	
			Maintain good relationships with customers throughout underwriting process to achieve an optimal outcome for both customers and organisation	
			Manage escalated and referred complaints from customers	
			Conduct root cause analysis to identify complaint trends and propose solutions to mitigate conflicts	
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	<a href="#">Business Data Analysis</a>	Level 3	Problem Solving	Advanced
	Business Environment Analysis	Level 4	Interpersonal Skills	Intermediate
	Business Negotiation	Level 4	Decision Making	Intermediate
	Business Performance Management	Level 3	Teamwork	Intermediate
	<a href="#">Business Presentation Delivery</a>	Level 4	Transdisciplinary Thinking	Intermediate
	Continuous Improvement Management	Level 4		
	Contract and Vendor Management	Level 4		
Customer Experience Management	Level 4			

	Cyber Security	Level 3	
	Ethical Culture	Level 4	
	Marine Insurance Underwriting Profitability and Efficiency Management	Level 4	
	Performance Management	Level 4	
	Policy Implementation and Revision	Level 4	
	Quality Assurance	Level 4	
	Regulatory Compliance	Level 4	
	Risk Analytics	Level 4	
	Underwriting Process	Level 4	
<b>Programme Listing</b>	For a list of Training Programmes available for the Sea Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/sea-transport">www.skillsfuture.sg/skills-framework/sea-transport</a>		

The information contained in this document serves as a guide.