

**SKILLS FRAMEWORK FOR SEA TRANSPORT
SKILLS MAP – MARINE UNDERWRITING ASSISTANT**

Sector	Sea Transport			
Track	Maritime Services			
Sub-track	Marine Insurance			
Occupation	Marine Underwriter			
Job Role	Marine Underwriting Assistant			
Job Role Description	<p>The Marine Underwriting Assistant is responsible for consolidating data from insurance applicants, analysing risks to determine policy terms as well as assisting in the development of products and policy insurance. He/She assesses and evaluates applications of prospective customers. He reviews assigned cases to provide underwriting decisions based on organisation guidelines and ensures there are proper supporting documents with applications. He works closely with customer servicing teams to ensure information on business rules and processes are provided.</p> <p>The Marine Underwriting Assistant possesses strong analytical skills and deep technical knowledge in underwriting and risk assessment methodologies. He has keen judgment, and able to think logically and in a structured manner to come to conclusions in a timely manner. He is detail-oriented and demonstrates ethics and integrity in practice.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Devise maritime underwriting strategies and perform underwriting		Provide administrative and basic support in maritime underwriting processes	
			Assist in performing technical underwriting for insurance products	
			Consolidate data ranging from client history to vessel specifications and sanctions for due diligence reports	
			Prepare quotes for presentation to brokers, agents and assured clients	
			Review contractual terms and conditions for hull and machinery, cargo and other lines of insurance	
	Oversee insurance products development and improvement		Participate in idea-generation activities for insurance product plans, promotions and offers	
			Identify and gather information on product-related benefits and feedback from brokers, agents and assured clients on hull, cargo and/or other lines of insurance	
			Provide administrative documentation support in insurance and reinsurance processes	
	Oversee maritime policies and processes		Assist in improving existing underwriting processes	
			Identify trends to determine emerging risks for insurers and changes in global regulations or conventions	
			Provide feedback on challenges faced during underwriting processing to enable continuous improvement efforts	
			Contribute ideas for the revision of policy coverage and terms to accommodate customers' needs	
		Identify considerations in underwriting analysis and evaluation of risks		
		Assist in revising underwriting standards to ensure alignment with the organisation's guidelines		
		Conduct preparation for pre-audit activities and assist with auditing processes		
Manage key business stakeholders		Assist with handling key stakeholder relationships to maintain internal and external customer service standards		
		Assist in maintaining a good relationship with customers by engaging in positive interactions throughout underwriting processes		
		Address routine complaints or feedback from customers and intermediaries and initiate complaint procedures accordingly		
		Identify factors that cause conflicts with customers and intermediaries		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Business Data Analysis	Level 2	Sense Making	Basic
	Business Negotiation	Level 3	Service Orientation	Basic
	Business Presentation Delivery	Level 3	Interpersonal Skills	Basic
	Continuous Improvement Management	Level 3	Decision Making	Basic
	Contract and Vendor Management	Level 3	Problem Solving	Basic
	Customer Experience Management	Level 3		
	Cyber Security	Level 3		
Ethical Culture	Level 3			

	Marine Insurance Underwriting Profitability and Efficiency Management	Level 3	
	Policy Implementation and Revision	Level 3	
	Regulatory Compliance	Level 3	
	Risk Analytics	Level 3	
	Underwriting Process	Level 3	
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.