

JOB PROFILE: PERSONAL LINES UNDERWRITER



POSITION IN ORGANISATION	
ORGANISATION	CIB (PTY) Ltd.
JOB TITLE	Personal Lines Underwriter
JOB PURPOSE	<p>The main purpose of the underwriting department is to evaluate the risk of insuring a particular person/ asset/ building/ business. The underwriter is responsible for accepting liability and setting the appropriate premium pricing for the insurance policy. The underwriter would furthermore decline unfavorable risks in accordance with the prescribed underwriting guidelines and policy wording.</p> <p>Doing daily amendments to a client’s existing cover, as well as processing monthly/ annual renewals of policies forms part of the day to day responsibilities of an underwriter.</p> <p>CIB liaises directly with Brokers, and not the client/ policy holder. Service delivery is our main distinguisher from our competitors and individual performance is mainly measured on the quality and turn-around times of service offering.</p>
REPORTING / LEVEL/ MANAGER	Reports directly to Personal Lines Underwriting Manager
RECOMMENDED QUALIFICATIONS	
ACADEMIC	<ul style="list-style-type: none"> ✓ Matric ✓ FETC (Further Education & Training Certificate) in Short Term Insurance – NQF 4 (150 credits) ✓ Higher Certificate in Short Term Insurance – NQF 5 or higher – highly advantageous ✓ Successfully passed RE 1 (Representative Exam)
MINIMUM OTHER TRAINING REQUIRED	<ul style="list-style-type: none"> ✓ Computer literate – Microsoft Word, Excel, and Outlook. ✓ Exposure to, or work experience on the TIAL Operating System (System A) – highly advantageous ✓ Sound knowledge and understanding of relevant short term insurance policy wording (Multimark III and/ or Personal Lines)
MINIMUM YEARS OF FORMAL & INFORMAL EXPERIENCE REQUIRED	<ul style="list-style-type: none"> ✓ Minimum five years relevant work experience in short term insurance underwriting (Personal Lines products)
COMPETENCIES REQUIRED	<ul style="list-style-type: none"> ✓ Effective Communication skills (Email and Telephonic Etiquette) ✓ Ability to effectively handle conflict/ irate client ✓ Effective numerical skills and ability to think analytically with good attention to detail ✓ Solution based thinking ✓ High levels customer service orientation ✓ Logical thinking with good ability to work through “noise” ✓ Ability to perform without or with limited supervision ✓ Ability to use own initiative when dealing with ‘out of the ordinary’ scenarios ✓ Ability to be flexible and adaptable to change

	<ul style="list-style-type: none"> ✓ High levels of self-perception (confidence, self-empowerment, optimism, self-respect) ✓ Effective Time management skills ✓ Demonstrate high levels of accountability ✓ High levels of stress tolerance ✓ Ability to build value adding interpersonal relationships with colleagues, managers and brokers ✓ Ability to work well within a team ✓ Must share in CIB's core values of being driven, reliable, caring, honest, act with integrity, and having a positive attitude.
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JOB SPECIFIC INFORMATION

Key Performance Areas	<ol style="list-style-type: none"> 1. General Underwriting 2. Managing own area of control
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Key clients	Brokers, internal staff and managers, and policy holders
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KEY PERFORMANCE AREAS DEFINED

<p>1. General Underwriting</p> <ul style="list-style-type: none"> • Endorsements/ Amendments on existing policies • Perform broker productivity on all brokers with outsourced/ binder agreements • Attending to all Broker queries within prescribed SLA's and turn-around times • Action Renewals (monthly/ annually) • Requesting VAR Surveys on new business and/ or existing business upon renewal stage and consider all relevant Risk Requirements in order to make informed underwriting decisions • Processing Corrective action based on claims history • Process cancellations in accordance with internal operating procedures and time frames • Endeavor to retain business wherever there is a risk of losing a client • Providing quotes on existing policies upon a broker's request for the addition/ removal of an item/ asset • Disciplined management of daily dairy system
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<p>2. Managing own area of control</p> <ul style="list-style-type: none"> • Ensure that manual and electronic filing system is in place and maintained • Processed documentation is filed appropriately • Timely responses to email and telephonic messages • Ensure that accurate record is kept of all new matters received in the dept. • Maintaining professional behavior and work ethic at all times • Ensuring that all deadlines are met and that SLA's and Standard Operating Procedures are adhered to • Be punctual at all times
