JOB DESCRIPTION

JOB TITLE	Senior Technical Underwriter / Account Executive
DEPARTMENT	Underwriting Department
REPORTS TO	Underwriting Manager
EMPLOYMENT TYPE	Permanent
OCCUPATIONAL LEVEL	Professional/Mid-Management
LOCATION	Bryanston, Gauteng
CLOSING DATE	21 April 2023

Desired Experience & Qualification

Education
- RE5 & FAIS Accreditation based on DOFA.
- NQF6+ Industry specific qualification
- Post matric Industry specific qualification is an advantage (BCom)

Experience
- Minimum 7+ years short-term insurance with 5 years in a Broker role
- Experience in customer liaison; building and maintaining relationships.
- Corporate Accounts Placement Experience is Preferred
- Experience working in a Brokerage is preferred.
- Experience dealing with Public Sector and Corporate Portfolios is preferred.
- Experience with Cardinal 360 is advantageous.

Job Description:
- Placements of Portfolios allocated (Medium to Large Corporate include Municipalities and SOEs)
- Build and maintain constructive and effective relationships with clients by meeting and exceeding expectations.
- Provide consistent, accurate, timely and pertinent communication to clients through “constant touch”, phone calls, e-mails etc.
- Respond and resolve client inquiries/issues.
- Inform and educate clients about coverage, exclusions and exposures, document electronic files accordingly.
- Assist clients by helping to devise means to mitigate risks e.g., additional security measures.
- Follow up on survey requirement.
- Monitor and review Client satisfaction.
- Underwriting audit duties (Renewals, Endorsements, Unpaid premiums, New Business, etc.) should be accurately saved so that anyone checking on a file (may it be an auditor/compliance officer/ KI, /Supervisor/Manager/Insurer) that the trail can be picked up and the correct underwriting processes has been followed timeously.
- Responsibilities will include face to face audits of underwriting files to ensure:
    - Consistency in the administration of underwriting
    - Underwriting standards are met in terms of risk acceptance and target business.
    - To ensure that policies incepted are within the respective underwriting mandates.
    - To ensure underwriting information has been captured correctly on KMRS administration system as well as within their respective shared drive.
    - To ensure that the correct reinsurance is in place.
    - Ensure compliance and quality control adherence.
    - Ensure adherence to regulatory standards set with Treating Customers Fairly principles.
    - Enhance the image of the company through the continuous delivery of efficient and effective customer service.

- Comparative quotations – attempting to obtain better rates/cover quotations for the client, on request of the accounts executive as per the procedures provided.
- Updating KMRS system notes and Diary entries daily.
- Analyse claims trends and apply corrective measures to portfolios.
- Always treat clients/fellow colleagues/Management/Account Executives with absolute dignity and respect.
- Ask your Supervisor / Manager questions if you are unsure about any work-related issue.
- All other reasonable duties that might be assigned from time to time by supervisor/manager.

Key Performance Areas:

Maintain own and overall portfolio.

- Be informed about department queries whilst attend to own client queries (quotes, new business, revision/ renewals, rate negotiations with insurers, unpaid premiums)
- Process corrective action and notices to clients and Insurers
- GAP analyses of products
- Attend to audit lists regarding information captured into KMRS administration system.
- Maximize client satisfaction through regular and pro-active dealings with clients.
- Be informed about department queries whilst assist clients with claims related problems and report all deviations to management.
- Service Clients in accordance with Service Standards

Growth and Profitability

- Retain, Develop and Grow existing client.
- Provide after sales service to ensure that the new business vests.
- Identify opportunities for up/cross selling and write additional business.

Client Liaison

- Regular Networking -Identify opportunities and implement marketing and promotional activities.
- Build relationships through regular contact, identifying critical decision makers with all stakeholders (client, insurers, etc.).
- Client Communication - Keep clients informed of developments in the industry and market.

Client Service Administration

- Adhere to FAIS requirements and set company procedures.
- Ensure that policies and endorsements are loaded onto KMR administration system
- Manage and maintain renewal lists and ensure that renewals commence timeously.
- Manage and maintain schedules are sent to clients timeously.
- Manage and maintain proactive underwriting.
- Manage and maintain that communication with the client is in accordance with FAIS minimum standards.
- General correspondence and e-mails to clients according to above average standards
- Compilation and submission of reports

Perform credit control.

- Manage and maintain client premiums are up to date.
- Manage and maintain notices to relevant parties of unpaid premiums/items.

Attributes

Knowledge

- Insurance brokerage industry and environment
- Commercial and Corporate insurance knowledge to at least an intermediate level on all Insurance classes.
- Knowledge of products and services
- Knowledge of underwriting criteria per Insurance class
- Knowledge for reinsurance Placements
- Legal requirements of the insurance industry

Skills

- Business Acumen (understand the economic environment & identify viable financial opportunities)
- Broker skills – medium to large Commercial Portfolios
- Influencing and negotiation
- Computer Literacy
- Communication
- Delegation
- Analytical Ability
- Presentation
- Decision making
- Time management
- Report Writing
- Ability to manage own work and outputs.

Personal Attributes

- Extensive stakeholder relationship management experience.
- Assertiveness
- Interpersonal effectiveness
- Service excellence
- Ability to effectively adapt to change.
- Attention to detail.
- Initiative-taking
- Enthusiastic
- Result oriented / Deadline orientated.
- Professionalism
- Ability to work under pressure.
- Work according to set policies and procedures.
- Target driven.
- Creative and innovative
- Ability to work independently.
- Ethical

If you are interested in this exciting position, send your updated CV to recruitment@kunenemakopo.com. Clearly stating the position, you are applying for as advertised in the subject line.