

[Chubb Life] Supervisor, Underwriting

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Company: CHUBB

Location: Vietnam

Category: other-general

Position Objective: Assess and classify risks comprehensively and accurately, make an underwriting decision to accept or deny applications/policy's customer service requests in accordance with underwriting guidelines to ensure policies issued with reasonable premium; Supervise an underwriting sub-team as assigned and support managers in guiding/training new underwriters.

Roles & Responsibilities:

Underwrite applications/policy's customer service requests/ retrospective cases: Review/evaluate customers' administrative /financial/ health information,... to approve insurance requests.

Finalize applications/policy's customer service requests that require approval from the reinsurance company and/or region/global underwriting.

Coordinate and support the Underwriting support Team in contacting with the Medical Clinic/Hospital: guide examination process, monitor/feedback to examination quality, and handle issues related to underwriting/medical examination operations.

Supervise an underwriting sub-team, provide guidance/training to new underwriters as assigned by managers.

Support managers in preparing work reports, check underwriting process; draft/update underwriting operational processes/underwriting manual/job lists,... and propose implementation measures and ensure operational procedures are followed accurately and

completely.

Coordinate with other departments to handle queries/complaints from customers/agents and other issues related underwriting arising during work.

Provide training/presentation medical topics related to underwriting to Underwriters and the Sales Team.

Support managers in updating automatic underwriting process for new applications and policy's customer service requests, collaborate with other departments to develop underwriting process on system.

Other tasks as required by the Head of the Department/Division and/or Chief Executive Officer.

Requirements:

Bachelor's degree

At least 4 years of work experience (Priority for candidates with medical knowledge or insurance background);

Leadership experience

Good communication and problem solving skills, carefulness, high tolerance work pressure and challenge;

Proficient in office computer skills including Excel, Word and Power Point;

English proficiency

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