

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Date:	<u>1/10/2023</u>	Manager title :	<u>Director, Agency Strategy & Planning</u>
	Associate Director, Head of Agency		
Job title:	<u>Recruitment & Growth</u>	Department:	<u>Agency Distribution</u>

Job purpose

Please provide a summary of the purpose and objective of the job.

This role will be responsible for:

- Implementing and managing the Agency recruiting process.
- Developing & executing the Orientation roadmap for Agency Development force.
- Driving the major Recruitment initiatives of Agency channel.

Major accountabilities

Identify 5-6 major accountabilities of the job (not the employee). Describe these accountabilities by what is to be accomplished, how and why. Use action verbs to begin each sentence. Avoid the use of acronyms. Include the approximate percentage of time spent on each accountability. The percentages below should sum up to 100.

- Manage Agency Recruitment & Growth team in recruitment process for both Traditional Agency & Semi Full-time Agency.
- Allocate resource for smooth Recruitment process, ensure candidates having good experience with Sun Life.
- Plan annual recruitment objectives of Semi Full-time channel including manpower and budget.
- Risk monitoring relating to Recruitment quality & Sign on program
- Measure the efficiency and effectiveness of Recruitment team
- Manage the career progression of all Agency force
- Design, review and implement the Orientation programs for Agency Development force
- Guide, support & execute the team members in implementing daily tasks effectively, make a performance improvement plan to develop them as the key members
- Liaise with key stakeholders across functions to drive the outcomes of Agency recruitment & Growth

Specialized knowledge

List specific types of technical or professional skills and knowledge required for the job.

- Preferably experienced sales background, headhunter
- Excellence in interview skills
- Excellent problem solving, strategic thinking and analytical skills
- Drive for results in a competitive market
- Strong leadership with demonstrable sale management expertise, including mentoring and coaching
- Highly collaborative working style with the ability to build strong working relationships and influence
- Strong organizational skills and the ability to multitask and manage priorities
- Decisive and mature in judgement with a focus on execution excellence
- Easily resolve complex issues by taking a proactive approach to analysis problems and generate solutions
- An ability to be role model One SunLife Culture and embrace as part of their work
- An energetic and enthusiastic self-starter that is results-oriented with a strong sense of responsibility

Problem solving

Outline problem solving requirements in terms of how standardized, varied, complex and interdependent problems and issues are typically faced by this job. Provide examples if necessary.

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Problem-solving abilities are connected to a number of other skills, including:

- analytical skills
- innovative and creative thinking
- resilient mindset
- adaptability and flexibility

Education and experience

Indicate the minimum education level and years of relevant experience required to perform the work. Include specific professional designations, licenses, registrations, if applicable.

- Bachelor's Degree or equivalent and at least 10 years of working experience or an equivalent combination of education and experience in the related agency industry.
- Have strong understanding of sales performance, Agency recruitment & business development.
- Priority having experienced in Full-time Agency model.
- Have strong management skill with at least 3-5 years of experience in management role.

Communication scope

Identify the level and nature of internal and external contacts with whom this job must interact regularly. Describe the reason and frequency of their communication.

- Regular interaction with executive members to share thoughts, initiatives and challenges to drive operational activities, project outcomes or to solve problems/ issues.
- Frequent interaction with team members for performance management and coaching, as well as internal stakeholders to deliver all activities effectively.
- Good interpersonal and organizational skills
- Discipline, strong follow up, attentive to detail
- Quick learner and have the ability to multi – task
- Proactive and accountable

Management scope

Total number of direct reports: 5
Total number of staff managed (direct and indirect): 5