Ho Chi Minh City

ASSOCIATE MANAGER
AGENCY CONTEST & REPORT

At Sunlife, we're driven by our Purpose: To help Clients build lifetime financial security and lead healthier lives. Across Asia, we cultivate a **High-Performance, Caring Culture** that empowers our people to achieve outstanding results, embrace continuous growth, and create meaningful impact. We succeed together by fostering an inclusive environment where wellbeing, collaboration, and accountability are equally valued.

I. ACCOUNTABILITY

1. Manage and monitor Agency contests by supporting end-to-end contests

- Plan and update Agency contest tracking by reviewing contest performance, cost projections, and updated contest spend to support timely business decisions and budget control; monitor contest cost and payment readiness.
- Prepare contest communication materials, including program memorandums, training materials, and responses to sales force questions; coordinate with peers and relevant teams to ensure clear and consistent implementation.
- Manage the contest registration process and non-cash contest payout progress.

2. Prepare regional sales reports and support automated report enhancement

- Prepare and maintain regular Regional Office sales reports.
- Develop and enhance reports to support business monitoring and management review.
- Support user acceptance testing for automated reports by validating report logic, checking data accuracy, and coordinating with Information Technology or relevant teams until resolution.

II. QUALIFICATIONS

1. Specialized Knowledge and Skills

- Understanding of incentive program operations and sales performance analytics.
- Data handling and reporting skills, with attention to accuracy and timeliness.
- Knowledge of Microsoft Excel, PowerPoint, Word, Access, and SQL.
- Coordination skills to collaborate across functions and drive timely follow-up of operational activities; communication skills in Vietnamese and English.

If this opportunities sound like a good fit for you, we'd be happy to receive your application at **VN_careers@sunlife.com.**

- Willingness to learn and apply artificial intelligence tools to improve work efficiency and data handling.

2. Problem Solving

- Analyse and resolve operational issues and data discrepancies related to incentive programs, reporting, and system processes.
- Work with cross-functional stakeholders to ensure timely issue resolution and process improvement, demonstrating ownership and accountability.

3. Education and Experience

- Bachelor's degree in business administration, Finance, Economics, Data Analytics, or a related field.
- Minimum 2–3 years of relevant experience in reporting, planning, incentive operations, sales support, or insurance operations.
- Experience in data analysis and report preparation.

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