Ho Chi Minh City

ASSOCIATE MANAGER CLIENT EXPERIENCE

Job Description

I. ABOUT US

At Sun Life Vietnam, you will be part of a caring, inclusive, and high-performing culture where people are encouraged to be themselves, speak up, keep learning, and take ownership of meaningful work.

We invest in **employee growth, recognize contributions, and support holistic well-being** through competitive benefits and sustainable workplace experience.

II. ACCOUNTABILITY

- Coordinate timelines, dependencies and project documentation, escalating delivery risks when required.
- Prepare presentations, reports and management updates that support informed decisions.
- Support annual planning, budgeting and governance activities and ensure fair client outcomes, data quality and compliance with company requirements.

III. QUALIFICATIONS

1. Specialized Knowledge and Skills

- Knowledge of client experience principles, Voice of Customer programs, satisfaction measurement, journey mapping and client engagement practices.
- Survey and research capability, including questionnaire design, user acceptance testing, data-quality validation, reporting and insight generation.
- Interpret quantitative and qualitative feedback, identify root causes, and translate findings into practical recommendations, dashboards, executive summaries, presentations and management updates.
- Coordinate projects covering timelines, action tracking, vendors, budgets, purchase processes, documentation, stakeholder management, communication, attention to detail and client-centric judgment.

- Ability to use digital and artificial intelligence tools responsibly to improve productivity, analysis and quality of outcomes.

2. Education and Experience

- Bachelor's degree in Marketing, Business Administration, Customer Experience, Communications or a related field.
- At least five years of relevant experience in client experience, client insights, research or client service.
- Experience in insurance, banking, financial services, healthcare or another service industry is preferred.
- Managing client surveys, Voice of Customer programs or research projects is highly desirable; cross-functional projects, client engagement, vendors, budgets and management reporting are preferred.

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