

JOB POSTING TEMPLATE

Date: January 2022

Function: Client Services

Job title: Manager, Client Care Contest, Compensation, and Events

Manager title: Senior Manager, Premium Management

Job purpose

- Manage, initiate, and propose contests, compensation, and campaign for the Client Care team
- Develop and enhance system supporting for contest and compensation tracking, calculation, and payment
- Manage and improve payment process
- Event organization and management for the team

Major accountabilities

- Actively propose initiatives related to contests, compensation, campaigns, system, and process to adapt business transformation
- Review and manage team member(s) to execute payment process and/or deliver tracking reports related to contest, compensation, and campaign accurately and timely in alignment with policies and procedures of the company and/or the team / customers
- Review and evaluate business need to create new tools and/or systems supporting for tracking, calculation, and payment process
- Develop requirement as well as participate in improvement of automation system and process related to contest and compensation
- Manage team to involve in UAT as needed or fix the issues promptly
- Provide technical supports to team members and guide their performance to achieve company and team OKR / KPI / TAT
- Drive team to manage and organize required events / activities for the team
- Compile monthly reports/ad-hoc reports for management along with daily metrics reporting
- Other tasks as assigned

Specialized knowledge

- Knowledge of Life Insurance and/or contest/compensation calculation
- Be familiar with Microsoft Offices tools (Excel, Access, Power Point, ...)
- Ability to query, analyze data and make reports as required
- Good communication and customer service skills
- Service mindset, goal-focused, hardworking, high responsibility, strong negotiation, and collaboration

Problem solving

- Realize root cause of problem
- Able to understand, accomplish, and deal with issues as well as people
- Propose appropriate solutions
- Knows when to leverage others when making decisions in uncertain circumstances

Education and experience

- University graduated preferably in Finance, Insurance or Banking
- 6-8 years of experience and knowledge of insurance industry are advantages.
- 1-2 years of event organization and management
- At least 2-3 years of team management experience

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Communication scope

- Frequent interaction with peers and managers to exchange information, recommendations and initiatives related to operations or projects.
- Regular interaction with members in Client Services and stakeholders in other functions to deliver all activities effectively, including Finance & Accounting, Actuary, Distributions, Bancassurance for daily tasks, and IT for any tasks related to systems.
- Ad-hoc communication with external vendors.

Management scope

Total number of direct reports: 1-3
Total number of staff managed (direct and indirect): 1-3