

JOB POSTING TEMPLATE

Date: <u>2022</u>	Function: <u>Client Services</u>
Job title: <u>Manager, Client Engagement</u>	Manager title: <u>Associate Director, Contact Center and Complaint Handling</u>

Job purpose

On behalf of Sun Life Viet Nam to be responsible for Client Engagement programs which is expected to deliver Client engagement activities on timely manner and improve Clients experience and loyalty for not only VIP but also Mass Clients.

Objective of this job:

- Help to develop and implement Client Engagement program and other related projects;
- Be accountable for measurement of Clients' satisfaction and improve services via engagement programs;
- The job is required to manage a team that deliver daily care activities.

Major accountabilities

<p>Quality and Productivity of Client engagement Team</p> <ul style="list-style-type: none"> • Explore, planning and implement Client engagement initiatives to increase Client satisfaction and loyalty for all client segmentation • Provide design concepts for each Client engagement events/ campaigns • Ensuring that all initiatives are delivered on-time, within scope and within budget. • Responsible for handling the daily operations of Client engagement programs such as operational procedures, workload allocation, quality control... • Provide tracking reports and/or progress of all Client engagement activities frequently. • Proactively provide data analytics for business insights and escalate/ propose for any issue/ campaigns 	60%
<p>Collaboration with All Related Teams/ Departments</p> <ul style="list-style-type: none"> • Collaborate with relevant teams to provide plans for the Client engagement program such as Marketing, Purchasing, Finance, Legal & Compliance, etc. for budget planning, activity planning, initiatives, etc..... • Proactively work with vendors to monitor any initiatives/ campaigns while running 	20%
<p>Team Management & Development Scopes</p> <ul style="list-style-type: none"> • Build Camaraderie Among the Contact Centre's Teams and within Complaint Handling Team • Ensure that all members understand the team's objectives and work together to achieve it • Provide on-the-job training and educational opportunities helps team members to build on their strengths and improve their weaknesses, which improves the team as a whole • Build team strategies, able to work remotely with teams, and closely monitor team performance daily/ weekly/ monthly 	20%

Specialized knowledge

- Client engagement program knowledge and experience
- Good communication and client service skills
- Service mindset, goal-focused, hardworking, high responsibility, good negotiation, and collaboration
- Good command of PC skill (Excel, Word, Access), team working, English (speaking and writing)
- Good data analytic skill
- Creative and define design concepts

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Problem solving

- Realize root cause of problem
- Able to understand or accomplish or deal with task/ issue/ situation/ person
- Propose appropriate solutions

Education and experience

- University graduate
- At least 5 years of Client service in insurance/financial services, in Marketing area is preferred

Communication scope

- Cross-functional communication on daily works
- Internal VIP care team for daily operation
- Vendors for Care program establishment and monitoring

Management scope

Total number of staff managed (direct and indirect): **2**