

JOB POSTING TEMPLATE

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

Job purpose

- This position is responsible for management of the complaint handling process related to Client who does not satisfies with Sun Life Viet Nam service; policy; underwriting; claims; sale intermediaries; and Company. This role has to ensure all concerns, complaints can be received and handled promptly, fully, fairly, professionally and in accordance with the Company's service standard.
- The role will require deep understanding root cause of complaints and resolve all complaints that are received verbally and/or in writing to ensure we are providing excellent Client service, complying with all applicable regulations, and minimizing impacts to the company.
- The role will develop team to ensure a quick turnaround on negative Client experiences and regain trust in SLV service. Providing insights on trends and patterns is a key part of this role to effectively manage and prevent similar complaints from reoccurring.

Major accountabilities

<p>Quality Assurance on Complaint Handling</p> <ul style="list-style-type: none"> Will ensure all complaints are logged, fully investigated, issues are resolved and responded to within agreed timeframes. Keeping the Client complaint log always maintained and updated. Build strongly working relationships and trust, work closely and effectively with all relevant Teams and Departments such as: Compliance, Distribution/ Banca Quality Assurance, Legal, MKT, etc. to negotiate and define the best solution/decision for complaint. Keep regularly business reviews as well as responding to urgent and high-level escalations; passionate in Client services; and going that extra to ensure the Client's trust is recovered and the right outcome is delivered. 	60%
<p>Process Optimisation & Prevention Signs/ Trends of Complaints</p> <ul style="list-style-type: none"> Define and evaluate the root cause of complaints. Aggregate and report on complaints from a variety of sources e.g. emails, calls (inbound/ outbound), social media, letter, etc.; and generate weekly/ monthly reports to highlight trends, patterns, and recommendations for improvement with all related teams/ departments. Work with all related teams/ departments to optimise processes that related to client complaints to reduce the number of complaints and shorten the complaint handling time. 	20%
<p>Team Management & Development Scopes</p> <ul style="list-style-type: none"> Build companionship among the Contact Centre 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%

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Specialized knowledge

- Service oriented mindset
- Strong people management and influencing capability
- Strong Communication and presentation skill
- Strong problem solving and complaint handling skill
- Making decision skill
- Coaching and training capability
- Good command of PC skill (Excel, Word, Access), English (speaking and writing)
- Analytical skills required

Problem solving

- Requires thinking within a well-defined frame of reference and toward specific objectives
- Solid logic, problem solving, and analytical skills required.
- Realize root cause of problem
- Able to understand or accomplish or deal with task/issue/situation/person
- Able to find the best solution

Education and experience

- University graduate
- At least 5 years of Complaint handling experience in Insurance area

Communication scope

- Communicates effectively with others.
- Frequently interacts with internal peers and leaders at same level or one level higher at relevant Departments such as: Legal, Compliance, Distribution, MKT, OPs
- Can clearly and concisely express opinions, conclusions, and recommendations.

Management scope

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