

## JOB POSTING TEMPLATE

**Date:** 2021

**Function:** Client Services

**Job title:** Manager, Operation Excellence

**Manager title:** Senior Director, Client Services

### Job purpose

Executing the process excellence framework to create a high performance culture, improve productivity and expense discipline, and intensify client focus. Play key role of operational excellence to implement Digital Enterprise strategy.

### Major accountabilities

Recommend business process improvement' opportunities, including capacity analysis that will improve Client experience and Operation's ability to effectively and efficiently run the business with quality assurance

Be Project Manager for Client Services Function key projects. Could work independently to make biz case, manage budget, make project plan, coordinate with stakeholders for preparing requirements, UAT, promote the product, manage the backlogs to ensure project management implementation according to agreed-upon timeframe, budget, scope, etc

Measure and produce Operational KPI dashboards/MIS, including work volume, TAT, productivity, unit cost, ect

Consolidate and analyze operational, productivity and sales data available to identify gaps and root causes of systemic operational, sales and financial issues in Operations

Other projects/tasks as assigned

### Specialized knowledge

- Knowledge of number & data analytics
- Project Management / Change Management skills and experiences.
- Strong technical background and knowledge of life insurance is preferred
- Business-oriented rather than IT, with the ability to simplify complex business metrics and systems in a clear way as to make them understandable for both technical and non-technical audiences.
- Proven orientation to results and actions
- Client and results focused, with an ability to work with clients to understand and act based on their needs, assess risks, and achieve a valued result
- Good time management skills

### Problem solving

- Good communication and interpersonal skills (collaborating, questioning, listening, writing, observing), with an ability to influence change through thoughtful recommendations
- Attention to details
- Able to multi-task and make decisions
- Thrives in an environment where there is a need to quickly respond to and adapt plans to accommodate new and changing priorities
- Ability to build and maintain strong relationships across teams, departments and divisions

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### Education and experience

- Minimum bachelor's degree and 3 years of relevant experience (Finance/IT)
- Hands-on knowledge and training of Six Sigma, Lean or other process improvement methodologies preferred.
- Expert level knowledge of MS Excel, MS PowerPoint, MS Project, and MS VISIO.
- Communicate fluently in both Vietnamese and English, both written and verbal
- Understanding of Life insurance business
- Project management experience at least 2 years

### Communication scope

- Internal team: CRM, POS, NBU & Claim
- Cross function: IT, A&P, Legal, PMO, FA, HR, CAs, DAS, Banca