

JOB DESCRIPTION (JD)

Job title: Senior Specialist, Agency Quality Assurance

Department: Agency Quality Assurance

Job purpose

The position will support the Head of AQA in initiatives that will sustain quality of the distribution channel through quality assurance and monitoring activities covering both the sales and field management process.

Major accountabilities

1. Reporting: Collaborates with other business units for data collection and provides quality reports as required by agency sales department, regional and local compliance.	40%
2. Monitoring & Follow-up action: Tracks quality indicator monitoring or risk indicators that are covered by market conduct standards. Maintains a follow-up reporting system for agency feedback and case resolutions.	40%
3. Communication: Prepares the appropriate communication materials to be sent to the affected advisors. Responds appropriately to agency feedback and escalates cases as deemed necessary.	20%

Specialized knowledge

- Basic knowledge of Compliance program
- Effective communication and interpersonal skill

Problem solving

Collaborate with other business units for enhancements in the system-generated reports with the end in view of improving the accuracy or adjusting the scope of the report, to make it relevant to the changing business requirements.

Education and experience

- A bachelor degree of any business related course.
- At least 4 years of experience in which 2 years in compliance/ risk/ audit at financial institutions.
- Experience in life insurance is preferred.

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Communication scope

Internal contacts

- Colleagues of functional teams within Sales Dept – daily/weekly
- Colleagues of functional teams outside Sales Dept – daily/ weekly to coordinate on BAU work streams
- Local Compliance/ Risk – monthly to discuss sales issues and corrective actions

External contacts - N/A

Management scope

Total number of direct reports: 0

Total number of staff managed (direct and indirect): 0