

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Date:	09/07/2026	Department:	Agency Strategy, Compensation & Operation
Job title:	Associate Manager – Agency Contest & Report	BU/Division:	Agency Strategy, Compensation & Report
GCF level:	5.1	Career track:	Individual Contributor

Job purpose

Please provide a summary of the purpose and objective of the job.

- Support the end-to-end execution of Agency contests, including planning, communication, monitoring, cost tracking, and related logistics.
- Deliver Regional Office sales reports and supporting user acceptance testing (UAT) for automated reports to ensure accurate, timely, and business-relevant performance tracking for the Agency channel ...

Major accountabilities

Identify 5-6 major accountabilities of the job (not the employee). Describe these accountabilities by what is to be accomplished, how and why. Use action verbs to begin each sentence. Avoid the use of acronyms. Include the approximate percentage of time spent on accountability. The percentages below should sum up to 100.

Manage and monitor Agency contests by supporting end-to-end contests - Planning, tracking, monitoring: Plan and update Agency contest tracking by reviewing contest performance, cost projections, and updated contest spend to support timely business decisions and budget control, monitor contest cost and payment readiness - Communication: Prepare contest communication materials, including program memorandums, training materials, and responses to sales force questions; coordinate with peers and relevant teams to ensure clear and consistent implementation. - Logistic management: manage contest registration process, (noncash) payment contest payout progress	60%
Prepare regional sales reports and support automated report enhancement - Preparing and maintaining regular Regional Office sales reports - Developing and enhancing reports to support business monitoring and management review - Supporting user acceptance testing for automated reports by validating report logic, checking data accuracy, and coordinating with Information Technology or relevant teams until resolution.	40%

Specialized knowledge and skills

List specific types of technical or professional skills and knowledge required for the job.

- Good understanding of incentive program operations and sales performance analytics.
- Good data handling and reporting skills, with attention to accuracy and timeliness.
- Good knowledge of Microsoft Excel, PowerPoint, and Word, Access, SQL.
- Good coordination skills to collaborate across functions and drive timely follow-up of operational activities.
- Good communication skills in Vietnamese and English.
- Willingness to learn and apply artificial intelligence tools to improve work efficiency and data handling.

Problem solving

Outline problem solving requirements in terms of how standardized, varied, complex and interdependent problems and issues are typically faced by this job. Provide examples if necessary.

- Analyse and resolve operational issues related to incentive programs, reporting, and system processes.
- Work with cross-functional stakeholders to ensure timely issue resolution and process improvement.
- Demonstrate strong ownership and accountability in problem solving.
- Identify and resolve data discrepancies

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Education and experience

Indicate the minimum education level and years of relevant experience required to perform the work. Include specific professional designations, licenses, registrations, if applicable.

- Bachelor's degree in business administration, Finance, Economics, Data Analytics, or a related field.
- Minimum 2–3 years of relevant experience in reporting, planning, incentive operations, sales support, or insurance operations.
- Experience in data analysis and report preparation.

Communication scope

Identify the level and nature of internal and external contacts with whom this job must interact regularly. Describe the reason and frequency of their communication.

- Communicate regularly with Sales teams, Agency Leaders, Regional Offices, Finance, IT, and internal stakeholders to support incentive operations, reporting, and system processes.
- Coordinate across functions to ensure timely implementation, issue resolution, and report accuracy.
- Maintain effective and professional communication with internal and external parties to support business objectives.

Management scope

Total number of direct reports: 0

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