JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Date:	18 August 2026	**Department:**	A&P / Pricing
Job title:	Manager, Pricing & System Coordination	**BU/Division:**	Sun Life Vietnam
GCF level:	GCF 5.2	**Career track:**	Individual contributor

Job purpose

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

- Provide leadership and actuarial pricing expertise to support the delivery of profitable, compliant, and customer-focused insurance solutions.
- Lead coordination of product implementation, system enhancements, and ongoing operational support to ensure business readiness and effective execution.
- Evaluate product economics, market trends, and business opportunities to develop recommendations and insights for stakeholders and management.
- Coordinate cross-functional teams in resolving pricing, implementation, production, and operational issues while ensuring appropriate governance and accountability.
  Drive process improvement, capability development, and workload coordination across the Pricing team to improve efficiency, service quality, and fair client outcomes.

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 each accountability. The percentages below should sum up to 100.

Lead and support technical pricing for assigned products, including pricing assumption setting and validation, profitability modelling, sensitivity and scenario analysis, business case and risk-return assessment, product development support, review of pricing results and recommendations, internal governance support, regulatory filing support, and cross-functional stakeholder engagement.	30%
Support strategic initiatives by preparing pricing analyses, profitability models and projections, scenario assessments, presentations, and other supporting materials for key strategic business cases.	15%
Develop and enhance product and pricing procedures, templates, and analytical tools; conduct market research; provide recommendations to the manager; and support ad-hoc requests from other departments as required.	10%
Coordinate and monitor Day 1 and Day 2 system-related activities for assigned products, including product implementation on administration systems and illustration tools, product user acceptance testing, production readiness, and post-launch implementation support.	15%
Coordinate and monitor system-related operational support, including Production Issue investigation, root cause verification, solution assessment, and Sales Support requests from clients and sales forces.	20%
Lead annual reporting activities, capacity planning, and workload balancing across the sub-team, including rotation of recurring reports, prioritization of team capacity, and monitoring of execution quality.	5%
Ensure all deliverables comply with regulatory requirements, internal governance standards, and Fair Treatment of Clients principles by proactively identifying, escalating, and mitigating risks of unfair client outcomes.	5%

Specialized knowledge and skills

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

- Good knowledge of life insurance products, actuarial pricing principles, profitability metrics, product risks, and regulatory considerations relevant to product development and pricing, and its financial impact to the company.
- Good understanding of life insurance administration systems, sales illustration platforms, product implementation activities and operational support processes.
- Strong technical actuarial modelling capability using actuarial software and Microsoft Office tools.
- Strong understanding of Day 1 implementation, product UAT, Day 2 support, production incident management and change governance.
- Experience with automation, data analytics, Python programming and Artificial Intelligence tools.
- Ability to coordinate multiple workstreams, stakeholders and competing priorities simultaneously.
- Strong written and verbal communication skills in English and Vietnamese, with the ability to explain technical concepts to both actuarial and non-actuarial audiences.
- Strong documentation, knowledge-sharing and process improvement mindset.

- Able to work independently and lead a small project when necessary.
- Ability to coach and develop junior team members. Able to provide technical knowledge/ sharing for the junior team members.
- Identify opportunities to improve productivity and control through automation, data analytics, artificial intelligence tools and process simplification.
- Ability to translate complex actuarial, system and implementation concepts into clear business recommendations for technical and non-technical stakeholders.

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.

- Coordinate with multiple stakeholders where product design, valuation, distribution needs, regulatory filing and system readiness are interdependent.
- Demonstrate strong accountability in problem solving by proactively identifying, owning and resolving issues within scope, regardless of formal task assignment.

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.

- University graduate.
- Minimum 5 years of actuarial experience; pricing experience preferred.
- Minimum 5 actuarial exams passed.

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.

- **Internal:** Valuation, Product, Risk, Legal & Compliance, finance, OPIT and Senior Management team.
- **Distribution:** frequent communication to understand channel requirements and business needs.
- **Others:** reinsurers, ISA and industry vendors, interaction on an ad-hoc basis depending on product, system, filing and strategic initiative requirements.

Management scope

- Total number of direct reports: 0. No formal management responsibility but coaching and supervision of a junior team member may be required.
- Total number of staff managed (direct and indirect): 0.

Metrics (if applicable)

- Finance metrics (revenue, budget managed, etc.): Not specified in source JD.
- Sales metrics (type and amount): Not specified in source JD.
- Other metrics (specify): Quality and timeliness of pricing deliverables, accuracy of models and documentation, effective support for regulatory filing and product implementation, responsiveness to stakeholder requests, and contribution to process improvement, automation, and governance standards.
- Travel required (express as % of working time): Not specified in source JD.