

## 1.13 CS\_ Supervisor, Client Services

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### Role Summary

- Responsible for look after a team of CS staff location, ensuring they give professional client service and generally doing their job accuracy and efficiency.
- Objective of this job: helping to implement a client service standard and daily works at frontline for a team via training, coaching, mentoring employees, handling face-to-face complicated enquiries from clients.
- In overall, Supervisor, Client Services is expected to maintain a team member and ensure daily works of that team run smoothly

### Main Accountabilities

- Supervise all outputs from CS location which he/she be assigned to supervise including: daily activities, perform standard service, communication style. And assisting the team by performing the tasks with them
- Update and transparent special knowledge to team members by learning, training, coaching
- Willing to take business trip to back up staff
- Make daily report and raise issue timely
- Evaluate and performance manage staff. Identify and address staff training and coaching needs timely

### Competencies

- Service oriented mindset
- Master in special knowledge
- Strong problem solving and complaint handling skill
- Making decision skill
- Coaching and training capability
- Team working
- English (speaking and writing)
- Good command of PC skill (Excel, Word, Access)
- Proactive in resolving problem
- Able to understand or accomplish or deal with task/issue/situation/person

### Education and Experience

- College/University graduated
- Female/Male
- At least 2 years of client service staff in financial services, life insurance experience is preferred.

**Please send CV to: [VN\\_careers@sunlife.com](mailto:VN_careers@sunlife.com)**