

1.5. CS_ Manager/ Senior Manager, Operation Excellence

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Role Summary - Job location: Ho Chi Minh City

Responsible for overseeing the Operation Excellence team including Process excellence, MIS/dashboard, Data analytics, Capacity analysis and IT single point of contact for Client Services function.

Main 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.
- Partner with IT and business representatives to define, and implement a common project management framework for business and IT projects.
- Be IT single point of contact (SPOC) and business project management on all cross function projects
- Ensure usage and adoption of standardized best-practice project management methods to ensure project management implementation according to agreed-upon timeframe, budget, scope, etc
- Consolidate and analyze operational, productivity and sales data available to identify gaps and root causes of systemic operational, sales and financial issues in Operations
- Implement the Incident Reporting process, monitor the progress of recommendations in order to move forward on Operations gap action plans
- Be Brighter Way champion of Client Services function to promote continuous improvement and high performance culture
- Collaborate with Operations leaders, IT and other business partners in developing tools to manipulate, store, analyze Operations data for management purposes
- In charge of all Operation dashboards/MIS for management team
- Monitor staff performance and provide continuous feedback to encourage and support staffs' professional development and guide training programs implementation

Competencies

- 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
- Ability to encourage, guide, direct & coach others to improve performance
- Excellent planning, organization and time management skills
- Well-developed communication and interpersonal skills (collaborating, questioning, listening, writing, observing), with an ability to influence change through thoughtful recommendations
- Attention to details and 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

Education and experience

- Bachelor's degree and 5 years of relevant experience
- Hands-on and knowledge of Six Sigma, Lean, process improvement and Life insurance are preferred.
- Sound at MS Excel, MS PowerPoint, MS Project, and MS VISIO.

Please send CV to: VN_careers@sunlife.com