

1.6 CS_ Assistant, Call Center

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Role Summary - Job location: Ho Chi Minh City

On behalf of Sun Life Viet Nam and business, responsible to maintain a Client care programs, to be an effective communicator to show special caring to VIP client, achieve of business plan objectives. Play main role in system enhancement. Explore and implement client care initiatives

Objective of this job: perform a client care standard and handle projects by in-deep special knowledge, technical, product, workflow

In overall, Client Care Senior Assistant is expected to perform an excellent service and skilled

Main Accountabilities

- Have interaction with VIP on their birthday for wishing, get VIP feedback to choose appropriate gifts. Renew and develop birthday gift yearly to get client's impression
- Ensure any new VIP and upgrade VIP receive total benefit from the program by informing, arrangement
- Plan and arrange in order to all VIP receiving new year gift on time and happy
- Incharge caring all client via SMS. Work with other department in OP for planning and running new SMS in year
- Play main role in system enhancement. Explore and implement client care initiatives. Ensuring that all initiatives are delivered on-time, within scope and within budget
- Manage all task related Client Care and expense and reports

Competencies

- Service oriented mindset
- Caring skill
- Have excellent interpersonal skills and the ability to work with all kinds of people
- Ability to think quickly and solve problems
- Professional in procedure, use tool and system of Call Center, Client Care
- Team working
- Good at PC skill (Excel, Word, Access)
- English (speaking and writing)

Education and Experience

- College graduate with 2-3 years of experience
- At least 1 year of client service staff, life insurance experience is preferred.
- Communicate to Client (especially VIP client) and Advisor to get them involve in congratulation new VIP
- Work with inter-dept to facilitate completion of tasks
- Courtesy and effectiveness in dealing with other dept

Please send CV to: VN_careers@sunlife.com