

JOB DESCRIPTION (JD)

Sun Life Asia Job Evaluation Process

Date: <u>10 Jan 2020</u>	Manager name: <u>Hoang Kim Hung</u>
	Manager title and GCF level: <u>Head of Claim/ 6.2</u>
Job title: <u>Intermediate Specialist, Claims</u>	Department: <u>Claim</u>
Job level: _____	BU/Division: <u>Sun Life Vietnam</u>

Job purpose

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

Reviews claim cases to determine validity and verification of coverage.

Make Plan and investigation at the place of the insurance event to collect information and actual evidence.

Appraises and approves benefit claims within prescribed approval limits.

Be able to provide the response to inquiries and complaints related to claims from claimants, advisors, other departments.

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.

Review claim cases and require for further information (from the clients or investigation) if necessary	20
Doing investigate in the claim cases need investigation. Always finding the most effective verification methods but must follow the law	20
Co-operate with Legal depart. for seeking advice for complex cases that could lead to litigation. Co-operate with Compliance department for the fraud cases or suspected cases.	20
Handle complaints and respond enquiries that related to claims from clients, advisor, other departments	20
Other tasks assigned by manager and leader..	15
Coordinate, support colleagues in all operations	5

Specialized knowledge

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

- Communication skills.
- Logical thinking.
- The ability to handle multiple tasks at one time.
- Work in an organized manner.
- Ability and willingness to learn and adapt to the working environment
- Proficient in Microsoft Office (Word, Excel, Access, PowerPoint)

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.

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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 graduated
- Knowledge of law, medical, insurance and admin
- Have job experience and skills
- Have good knowledge of life insurance

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.

Management scope

Total number of direct reports:

Total number of staff managed (direct and indirect):

Metrics (if applicable)

Finance metrics (revenue, budget managed, etc.):

Sales metrics (type and amount):

Other metrics (specify):

Travel required (express as % of working time):

Prepared by:		Date:	
Approved by:		Date:	
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Handled by:		Date:	
JAR #:			