

JOB POSTING TEMPLATE

Date:	2021	Function:	Client Services
Job title:	Assistant, Call Center, Client Care & Complaint Handling	Manager title:	Manager, Call Center, Client Care & Complaint Handling

Job purpose

- On behalf of Sun Life Viet Nam and business to receive incoming calls and outbound calls as well. He/She will responsible to maintain a client focus, achievement of business plan objectives and compliance with statutory requirements. Give a more specialized approach to Client or Advisors. They have to answer questions, resolve problems, process transaction problems that our client/advisor might face with accuracy and efficiency
- Objective of this job: perform a client service standard through phone and handle daily works with minimum error rate by in-deep special knowledge, technical, product, workflow, professional in service
- In overall, Call Center Assistant is expected to perform an standard service and skilled

Major accountabilities

Handling incoming calls/outbound calls in order to achieve personal's KPIs related such as: service level, average speed answer, average talk time, call per day, first call resolution	60%
On behalf of Sun Life Viet Nam, Call Center Senior Assistant play an ambassador role to deliver standard/professional service via phone. Ensure satisfaction of Client needs to the best possible way	20%
Monitors all outstanding/ unresolved/ referred cases/requests; coordinates with the back-end support unit until call closed based on turnaround time	10%
Complete all daily necessary reports for personal or inbound/outbound team	10%

Specialized knowledge

- Service oriented mindset
- Insurance product knowledge
- 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
- Team working
- Good at PC skill (Excel, Word, Access)
- English (speaking and writing)

Problem solving

- Able to understand or accomplish or deal with task/issue/situation/person
- Ability to define right/wrong in current procedure
- Ability to solve the problem by own technical knowledge, experience. Able to suggest solutions on issues

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Education and experience

- College/University graduate
- Female/Male
- At least 1 years of client service staff in financial services, life insurance experience is preferred

Communication scope

- Communicate to Client / Advisor
- Work with inter-dept to facilitate completion of tasks
- Courtesy and effectiveness in dealing with other dept