

JOB POSTING TEMPLATE

Date:	2020	Function:	Client Services
Job title:	Associate Director, Operation Excellence	Manager title:	Head of Client Services

Job purpose

Being responsible for overseeing the Operation Excellence team including Process excellence, MIS/dashboard, Data analytics, Capacity analysis, IT single point of contact for Client Services function & Business project management, Risk management.

Major 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 PM 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

Specialized knowledge

- 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

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- Excellent planning, organization and time management skills

Problem solving

- Well-developed communication and interpersonal skills (collaborating, questioning, listening, writing, observing), with an ability to influence change through thoughtful recommendations
- Attention to details
- 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

- Minimum bachelor's degree and 5 years of relevant experience (In exceptional case, GCF level 6.1 should be applied if candidate have 8 to 10 years of relevant experience)
- Hands-on knowledge and training of Six Sigma, Lean or other process improvement methodologies preferred.
- Expert level knowledge of MS Excel, MS PowerPoint, MS Project, and MS VISIO.
- Communicate fluently in both Vietnamese and English, both written and verbal
- Financial services experience and knowledge
- Understanding of Life insurance business
- Project management experience at least 4 years

Communication scope

- Internal team: CRM, POS, NBU & Claim
- Cross function: IT, A&P, Legal, PMO, FA, HR, CAs, DAS

Management scope

Total number of direct reports: 1

Total number of staff managed (direct and indirect): 2

Metrics (if applicable)

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

Sales metrics (type and amount):

Other metrics (specify):

Travel required (express as % of working time):