

JOB POSTING TEMPLATE

Date:	2020	Function:	Client Services
Job title:	Senior 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 quality checking or receive incoming calls. They 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

Objective of this job: perform a client service standard via maintain quality of inbound and outbound calls by in-deep special knowledge, technical, product, workflow, professional in service.
In overall, Call Center Senior Assistant is expected to perform an excellent service and skilled.

Major accountabilities

Conduct quality control activity by listening a percentage of call recordings and evaluate the quality of call following Quality control process	50%
Provide constructive and timely feedback to Call rep. so that they can improve quality in calls	20%
Handling incoming 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	10%
Work closely with Inbound/Outbound Supervisor to support or provide call center staff with training, on the job training, coaching to help them improve their skills.	5%
Back up team outbound to make outbound call when needed	5%

Specialized knowledge

- Service oriented mindset
- Insurance product knowledge
- Have good interpersonal skills and the ability to work with all kinds of people
- Ability to think quickly and solve problems
- 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.
- At least 3 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

Management scope

Total number of direct reports: N/A

Total number of staff managed (direct and indirect): N/A