

## JOB POSTING TEMPLATE

**Date:** 2020

**Function:** Client Services

**Job title:** Senior Supervisor, Policyowner Services

**Manager title:** Manager, Policyowner Services

### Job purpose

- Processing request of client including individual and group
- Responsible for following up team member's test
- Supervise daily team for administration tasks
- Support Line Manager in reviewing process/guideline/letter of POS

### Major accountabilities

Supervise team to perform daily tasks of PA group with high accuracy	30%
Support Line Manager in daily tasks and reviewing process/guideline/letter of POS	30%
Follow up and support team member to complete test plan effectively	15%
Propose enhancement to the processes, reports of POS in order to decrease TAT and increase customer experience	10%
Coordinate with IT to fix defects of team	10%
Other tasks assigned by Line Manager	5%

### Specialized knowledge

Customer service, procedures/process, English skills, high responsibility, good decision-making and negotiation skills, people management skills.

### Problem solving

Able to appreciate problem in many aspects and find the best solution.

### Education and experience

- University graduated, preferred in Finance, Insurance or Banking
- At least 2 year of team leader working experience

### Communication scope

OP Department for daily transaction and other related functions.

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