

## JOB POSTING TEMPLATE

**Date:** 2020

**Function:** Client Services

**Job title:** Senior Supervisor, Premium Management

**Manager title:** Manager, Policyowner Services

### Job purpose

- Manage and control the premium management to achieve Company's set goals and objectives
- Manage premium management tools/device to support for premium management
- Enhance system and procedure to adapt the business update

### Major accountabilities

In charge of the premium collection by all channels; ensure all services for clients are satisfied and the premium management tools to support the operation

Develop the new payment channels to adapt the business demand and client service

Follow-up and analyze the payment trend to support for high level report

Analyze the data to support the sales force in persistency ratio with collection progress and generate reports for high level management accurately and timely

Manage the premium receipts by auditing to avoid loss and misappropriation

Enhance the systems and procedures to adapt the change of business or to fix the issues

Manage and control the daily operations to ensure all premium transaction are submitted and allocated into right accounts on system accurately and timely in alignment with the company's policies and procedures

Provide information to client managers; get feedback and update client's information as request

### Specialized knowledge

- Knowledge of Life Insurance
- Able to analyze the data and make reports, proficiency of Excel/ Access
- Good communication and customer service skills
- Service mindset, goal-focused, hardworking, high responsibility, good negotiation and collaboration

### Education and experience

- University graduated preferably in Finance, Insurance or Banking
- From 4 years of experience, knowledge of insurance industry is an advantage