

Job Description

Department	Policy Administration & Operations Enhancement
Corporate Title	Manager or Assistant Manager
Reporting line	Head of Policy Administration and Operations Enhancement

Job Duties:

- Drive the Policy & Administration Service team to provide the best service
- Drive and engage the team to achieve service efficiency and effectiveness through continuous service improvement
- Review and refine the business processes to improve end to end service
- Support and drive the transformation of operating model to deliver company value from plan to delivery
- Support different departmental or cross function projects to drive innovation and simplification of operations and deliver the best service to customer
- Coordinate with business users to gather requirements, define and prepare a project scope, business requirements, business processes and recommendations to address users' business needs
- Prepare and conduct User Acceptance Test including Test Scenario Design and test case development
Prepare training material and conduct training to end users
- Liaise with various analytics and business units to ensure requirements and expectations are sufficiently and timely delivered

Qualifications & Requirements:

- Degree Holder with professional insurance qualification
- Minimum 6 years' experience in life insurance with at least 4 years' experience in Policy Administration
- Strong product knowledge with market sense in life insurance business
- Experience on projects and end to end project cycle
- Hands-on experience in using AS400
- Strong interpersonal and communications skills
- Ability to work independently and proactively to work on the projects, as needed;
- Excellent problem-solving, analytical skills and impeccable business judgment;
- Proficiency in spoken and written English and Chinese
- Quality-oriented and good integrity
- Ability to be multi-task and work under pressure in a fast-pace environment
- Familiar with MS Office (Word, Excel and PowerPoint)
- Candidate with more experience will be considered as Manager