



## VACANCY NOTICE

**MSIG Insurance (Vietnam) Company Limited (“MSIG Vietnam”)** is a part of the Mitsui Sumitomo Insurance Co., Ltd. network in Japan and a member of MS&AD Insurance Group.

MS & AD Insurance Group established in April 2010 following the alliance of Mitsui Sumitomo Insurance Group, Aioi Insurance Company and Nissay Dowa General Insurance Company, MS&AD Insurance Group is one of the largest general insurers in the world, with presence in over 41 markets globally, 16 of which are in Asia. Based in Japan, MS&AD Insurance Group is active in five business domains, namely domestic Japanese general insurance, life insurance, non-life insurance, financial services and risk-related services.

MSIG Vietnam with 100% foreign wholly owned company is the first Japanese General Insurer in Vietnam with Head Quarter in Hanoi, Branch in Ho Chi Minh City, and Representative Offices in Hai Phong City, Da Nang City, Hung Yen Province and Vinh Phuc Province.

MSIG Vietnam will market a wide range of non-life insurance products to both enterprises and individuals, including property, marine cargo, motor and engineering.

**MSIG Vietnam** is seeking to recruit a well-qualified Vietnamese citizen with competitive compensation and benefits for opening position:

### **(Senior) Executive (front) / Bancassurance Department**

Contract Status: Permanent

Report to: Deputy Manager

Location: Hanoi

Brief description of the duties and responsibilities:

NEED TO DO	NEED TO KNOW
<p><b>PURPOSE:</b></p> <ul style="list-style-type: none"> <li>• Achieve Company’s turnover target.</li> <li>• Service all assigned Company’s clients</li> <li>• Attend to enquiries from Company’s clients on new business, renewal and provide prompt and efficient service to all clients.</li> </ul> <p><b>CONTEXT:</b></p> <ul style="list-style-type: none"> <li>• All classes of insurance business in Vietnam</li> </ul> <p><b>DIMENSIONS:</b></p> <ul style="list-style-type: none"> <li>• Gross Written Premium, Underwriting profit, Loss ratio</li> </ul> <p><b>KEY OUTPUTS:</b></p> <p>1. <u>Business development:</u></p> <ul style="list-style-type: none"> <li>- To plan proactively and take action on new business opportunity</li> <li>- To bring MSIG products to new clients and businesses, taking key role in maintain relationship and taking care of client for the purpose of business development</li> <li>- To bring actively new ideas to business development and to engage in decision making to get final result</li> <li>- To plan and carry out marketing activities and sales supporting activities for Bancassurance business growth</li> </ul> <p>2. <u>Client Service:</u></p> <ul style="list-style-type: none"> <li>- To provide training to bank staffs</li> <li>- To review renewal list for timely reminders to clients</li> <li>- To offer quotations for clients</li> <li>- To issue insurance policies</li> <li>- To conduct non-life insurance seminars for both current and potential clients (explain the cover of insurance policy and claim procedure)</li> <li>- To organize risk management seminars for existing clients</li> </ul>	<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• University or college Graduation</li> <li>• English fluency.</li> </ul> <p><b>SKILLS/KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• Strong marketing sense.</li> <li>• Clearly understand working procedure &amp; flow chart.</li> <li>• Well know all insurance products and be able to explain to clients their coverage.</li> <li>• Be highly aware of requirement to be professional to provide high quality service to clients.</li> <li>• Training skill</li> <li>• Complaint solving skill</li> </ul> <p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Marketing and sales background.</li> <li>• 2 years of experience in related field.</li> </ul> <p><b>COMPETENCIES:</b></p> <ul style="list-style-type: none"> <li>• Applying Technical knowledge.</li> </ul>

<ul style="list-style-type: none"> <li>- To execute risk survey at client's site as basic for offering quotation</li> </ul> <p><b>3. Outstanding/Unclear Premium:</b></p> <ul style="list-style-type: none"> <li>- To update the status of outstanding premium and follow up the overdue premium to ensure collecting premium fully and timely</li> </ul> <p><b>4. Business Administration:</b></p> <ul style="list-style-type: none"> <li>- To provide and maintain, on an ongoing basis, a daily sales report, contest report, figures, forecasting &amp; any records which may be required by company and to keep up to date records of sales and performance internally and externally.</li> <li>- Report any unusual problems to direct management</li> </ul> <p><b>5. With concerned departments:</b></p> <ul style="list-style-type: none"> <li>- To cooperate with Claims Division: <ul style="list-style-type: none"> <li>• to settle the claim smoothly for customers in compliance with the company's procedure;</li> <li>• to follow up any pending claim cases;</li> <li>• to organize risk/claim management seminars, risk survey at client's site</li> </ul> </li> <li>- To coordinate with Underwriting Division: <ul style="list-style-type: none"> <li>• to follow up with Business Processing Section for operation matters;</li> <li>• to work closely with Underwriting Section for quotation and coverage;</li> <li>• to cooperate with Loss Control Engineer to make risk survey at client's site.</li> </ul> </li> </ul> <p><b>5. Others:</b></p> <ul style="list-style-type: none"> <li>• To update the market trends directly influenced on MSIG's business activities;</li> <li>• To report any unusual problems if any.</li> <li>• To execute other office work as required by the Company and line manager</li> </ul> <p><b>RELATIONSHIPS:</b></p> <ul style="list-style-type: none"> <li>• Bank Managers, Bank Staffs</li> <li>• Bank customers, Corporate Clients</li> <li>• MSIG Vietnam's staff and other industry peers.</li> </ul> <p><b>KEY PERFORMANCE INDICATORS:</b></p> <ul style="list-style-type: none"> <li>• Turnover target</li> <li>• Renewal ratio</li> <li>• Credit control</li> <li>• Customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>• Being Ethical and Compliant</li> <li>• Collaborative Relationships</li> <li>• Communicating with impact</li> <li>• Customer Focus</li> <li>• Developing Self, Direct reports and Others</li> <li>• Driving Results</li> <li>• Managing Execution</li> <li>• Problem Solving</li> </ul>
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Our company package includes but not limits to:

- Attractive and competitive remuneration package: attractive monthly salary Guaranteed Bonus, Short-Term Incentive Bonus, various types of allowances and subsidies (telecommunication allowance, pocket subsidy, special language subsidy, risk surveyor subsidy, hotline duty subsidy, clothes support subsidy, lunch support subsidy, transportation subsidy...) and long service award.
- Premium healthcare insurance package including health and accident insurance in addition to basic insurances regulated by the Labor Code to employees and their entitled families' members (depends on level of employees).
- Training opportunities sponsored by the Company (on-job-training, soft skills, professional knowledge and certificate (ANZIIF, CII, ACCA, Actuary...), technical exchange seminar...).
- Minimum of 15 annual leave days; Annual health check-up at high standard level.
- International and professional work environment with high ethic and compliant culture.

- Annual company summer vacation and parties with teambuilding activities and talented performances.
- Company's Top Management always communicates to all employees about Company's strategy, development plan and new opportunities for employees to reach higher performance.
- Employees are engaged and taken care by the company via various Trade Union activities.

Details of job description and selection requirements of this position are posted at [www.msig.com.vn](http://www.msig.com.vn)

**Starting date: As soon as possible**

Written application in English, stating why you are suitable for the post, together with full curriculum vitae should be sent by **25 May 2022** to Email: [recruit@vn.msig-asia.com](mailto:recruit@vn.msig-asia.com)

Attn.: Human Resource Department, **MSIG Vietnam, 10th Floor, Corner Stone Building, No. 16, Phan Chu Trinh Street, Phan Chu Trinh Ward, Hoan Kiem District, Hanoi, Vietnam**

\* Note: Only short-listed candidates will be contacted. Applications will not be returned.

Applications will be on first come first serve basis.

**MSIG is an equal opportunity employer.**