



## 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:

### **(Assistant) Executive (Call Center) / Partnership Business Department**

Contract Status: **6 months-contract**

Report to: Senior Manager

Location: HCMC

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>- Provide prompt and efficient service to all clients.</li> <li>- To develop new business.</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, Customer satisfaction</li> </ul> <p><b>KEY OUTPUTS:</b></p> <p>1. <u>Client Service:</u></p> <ul style="list-style-type: none"> <li>- Take customer inbound calls and provide accurate, satisfactory answers to their queries and concerns</li> <li>- De-escalate situations involving dissatisfied customers, offering patient assistance and support</li> <li>- Call clients to inform them about the company’s new products, services and policies</li> <li>- Guide callers through troubleshooting, navigating the company site or using the products or services</li> <li>- Review client accounts, providing updates and information</li> <li>- Train new employees and inform them about the company’s customer management policies</li> </ul> <p>2. <u>Business Administration:</u></p> <ul style="list-style-type: none"> <li>- To report any unusual problems to direct management</li> </ul> <p>3. <u>With concerned divisions/departments:</u></p> <ul style="list-style-type: none"> <li>- To cooperate with Corporate Claims Division / Retail Claims Division               <ul style="list-style-type: none"> <li>• to answer client’s queries in compliance with the company’s procedure;</li> </ul> </li> </ul>	<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• University Graduation</li> <li>• Good at English.</li> </ul> <p><b>SKILLS/KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• Strong communication with soft voice, both written and verbal</li> <li>• Great active listening skills</li> <li>• A patient and empathetic attitude</li> <li>• Adaptability and flexibility</li> <li>• Computer literacy</li> <li>• Phone skills, including familiarity with complex or multi-line phone systems</li> <li>• Working in shift: Shift 1: 7:00 – 15:00 Shift 2: 14:00 – 22:00</li> </ul> <p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• 1-2 years of experience in related fields is preferred. Fresher can be accepted.</li> <li>• Marketing, sales, admin background..</li> </ul>

<ul style="list-style-type: none"> <li>• to follow up any pending claim cases;</li> <li>- To coordinate with Marketing and Planning Division/Digital Business Division <ul style="list-style-type: none"> <li>- to follow up with client's request;</li> <li>- to work closely with Digital Business Division to update system;</li> </ul> </li> <li>- To coordinate with other divisions for all related jobs .</li> </ul> <p>4. <u>Others:</u></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.</li> </ul> <p><b>RELATIONSHIPS:</b></p> <ul style="list-style-type: none"> <li>- Individual Direct Clients.</li> <li>- Partners' sale agents</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>- Client retention ratio</li> <li>- Customer satisfaction ratio</li> </ul>	<p><b>COMPETENCIES:</b></p> <ul style="list-style-type: none"> <li>• Applying Technical knowledge</li> <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...).
- 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 **15 Jul 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.**