



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, Vinh Phuc Province and Hung Yen 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:

Executive (Call Center) / North Division

Contract Status: Permanent

Report to: Deputy Manager

Location: Hanoi

Brief description of the duties and responsibilities:

NEED TO DO	NEED TO KNOW
<p>OVERALL RESPONSIBILITIES:</p> <ul style="list-style-type: none">○ Daily operate Call Center activities <p>CONTEXT:</p> <ul style="list-style-type: none">○ Online Travel Insurance○ All other Online Insurance Products as assigned by the Company <p>DIMENSIONS:</p> <ul style="list-style-type: none">○ Timeline○ GWP○ Profit <p>KEY OUTPUTS:</p> <p>1. Customer service</p> <ul style="list-style-type: none">- To receive & answer phone call from customers related to Products sold online- To guide customers about purchasing online products- To handle customers requirement for endorsements, including but not limited to:<ul style="list-style-type: none">✓ Prepare quotations✓ Send documents to customers & follow up✓ Deal with Business Processing & Accounting for Policy & Invoice issuance✓ File documents✓ Extract & collect outstanding premium- Carry out relevant marketing activities as requested by DBD staff. <p>2. Customer information management</p> <ul style="list-style-type: none">- To update customers information following KYC rule- To manage the customers information storage	<p>QUALIFICATIONS:</p> <ul style="list-style-type: none">○ University graduation○ English fluency.○ Japanese speaking is a plus <p>SKILLS/KNOWLEDGE:</p> <ul style="list-style-type: none">○ Very good communication skill○ Customer service minded○ Strong retail business sense.○ Be able to perform independently and in a team.○ Familiar with various communication tools (Facebook, Zalo, Email, etc.)○ Familiar with Office tools (Word, Excel, PowerPoint, etc.)○ Open minded <p>EXPERIENCE:</p> <ul style="list-style-type: none">○ Experience in digital business and/or e-commerce is a plus <p>COMPETENCIES:</p>

<p>3. Product & Service improvement</p> <ul style="list-style-type: none"> - To collect customers feedback and report to Division's Deputy Manager - To work out idea, proposals for improvement of online products & customers service <p>4. Others:</p> <ul style="list-style-type: none"> - Timely complete the reports as required by line manager - Other works as assigned by line manager <p>KEY PERFORMANCE INDICATORS:</p> <ol style="list-style-type: none"> 1. Timeline 2. Number of call received 3. GWP 4. Profit 	<ul style="list-style-type: none"> • Applying Technical Knowledge • Being Ethical & Compliant • Collaborative Relationships • Communicating with Impact • Customer Focus • Developing Self, Direct Reports & Others • Driving Results • Managing Execution • Problem Solving
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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

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 **30 June 2019** to Email: recruit@vn.msig-asia.com

Attn.: Human Resources Division, **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.