

Job Advertisement

Company Details	
Company Name	MSIG Insurance (Hong Kong) Limited
Company Description	<p>Headquartered in Japan, MSIG is a long-established global insurer with 14,000 dedicated employees. We are a non-life insurer with the largest insurance network in Asia, operating through an international framework of over 40 countries and regions. Our affiliation with Hong Kong alone stretches back over 150 years.</p> <p>We go above and beyond the call of duty in every aspect of our operation, and we are taking this mandate to develop our people into world class insurance professionals of the highest calibre. Today, we are inviting applications from talented individuals who share our passion for excellence. The opportunity is here for you to excel yourself and expand your potential to the best of your limit.</p>
Location	Taikoo
Job Detail	
Sales position (Front-line)	
Position	Team Leader, Customer Centre
Department	Customer Centre
Job Category	Insurance Call Centre
Job Description / Duties	<ul style="list-style-type: none"> • Manage and supervise the customer service hotline team to achieve target set and follow company's operation guidelines and procedures • Conduct coaching and provide constructive feedback to Service Specialists for improvement • Investigate customer complaints and comply with internal compliant management requirements • Provide recommendations to enhance customer experience • Prepare regular reports for management to review • Support ad hoc projects as assigned
Requirements	<ul style="list-style-type: none"> • Higher Diploma or above qualifications • With insurance intermediaries qualification papers 1 & 2 • Minimum 4 years' customer service experience in call centre with at least 1 year supervisory experience • Healthcare knowledge and general insurance experience are essential • Mature, independent, good team player, customer-oriented with good leadership and interpersonal skills • Fluency in Cantonese and English, good command of Mandarin would be an advantage • Proficient in MS Word, Excel, PowerPoint and Chinese Word Processing
Application Method	Interested parties please send full resume with current and expected salary to hrdivision@hk.msigg-asia.com
Application Deadline	31 Jan 2022
Year(s) of Working Experience	Minimum 4 years
Employment Type	Full Time, Permanent
Additional Benefits	Dental insurance, Double pay, Education allowance, Five-day work week, Life insurance, Medical insurance