

Job Advertisement

Company Details	
Company Name	Chubb Insurance Hong Kong Limited
Company Description	<p>Chubb is the world's largest publicly traded property and casualty insurer. With both general and life insurance operations, Chubb has been present in Hong Kong SAR for more than 90 years via acquisitions by its predecessor companies. Its general insurance operation in Hong Kong SAR (Chubb Insurance Hong Kong Limited) is a niche and specialist general insurer. The company's product offerings include property, casualty, marine, financial lines and consumer lines designed for large corporates, mid-sized commercial & small business enterprises as well as retail customers. Over the years, it has established strong client relationships by offering responsive service, developing innovative products and providing market leadership built on financial strength.</p>
Location	Quarry Bay
Job Details	
<input checked="" type="checkbox"/> Non-sales Position (Back-office) <input type="checkbox"/> Intermediary / Sales Position (Front-line)	
Position	Consumer Operations Manager
Department	Operations
Job Description/ Duties	<p>The position is responsible for ensuring that the local operations of Consumer Lines is adequately equipped and properly aligned to support business, service, sales and product delivery requirements.</p> <p>Job Description and Responsibilities:</p> <ul style="list-style-type: none">• Offer input to management's strategic development and planning on the operational dimensions for new business move and direction

	<ul style="list-style-type: none">• Provide strong leadership to enhance internal and external customer satisfaction in all operational areas by cultivating the team culture that aligned with department and company cultures• Ensure the quality and service delivered from the operations teams meet the defined KPIs by establishing the comprehensive control and reporting systems in different key result areas• Responsible for conservation performances and meet the defined KPIs by equipping and maintaining a skillful and knowledgeable team• Ensure the administrative services provided are in good quality and can meet client satisfaction• Ensure the booking, billing and reconciliation process are performed within timeline• Lead the quality assurance team on the call monitoring exercise according to pre-defined plan and prepare the regular quality management report to management• Oversee and manage customer feedback and complaints for all business channels; identify the root causes of problematic issues and recommending corrective actions by maintaining a good issue and feedback management• Discover and identify customer's needs and operational deficiency, explore innovative solution, drive digital transformation, formulate strategy, and develop guidelines to improve the overall operational efficiency and effectiveness by setting up/enhancing service
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	<p>standards via process improvement, team restructuring and better communication across teams/departments</p> <ul style="list-style-type: none"> • Report and work closely with regional team by aligning goals and objectives that meeting both local and global requirements/directions • Work closely with cross-departments for change projects including preparing cost impact analysis, feasibility study, user requirement definition, UAT, staffing and training arrangement • Sustain staff development and retention by motivating, coaching, and developing the staff to achieve the individual, team and department objectives • Prepare and present monthly /ad hoc reports to senior management to highlight and trends, impacts and consequences observed • Ensure and be accountable for the strict compliance to internal and statutory control requirements • Set budgets, manage and control the expenses associated • Manage and negotiate with third party service providers in terms of costs and service delivery
Requirements	<ul style="list-style-type: none"> • Bachelor's degree or above in Accounting, Economics, Finance, or other Business-related discipline • At least 3 years solid supervisory experience in operations team, preferably in insurance industry • Passed IIQE Paper 1 & 2 will be an advantage • Sound knowledge in general insurance

	<p>products is preferred</p> <ul style="list-style-type: none"> • Strong analytical skills, multi-tasking and time management • Team player with good communication, presentation, interpersonal and management skills • Ability to adapt to a continuously evolving system and work-flow environment • Able to work under pressure and independently • Excellent command of written and spoken English and Cantonese. Proficiency in Mandarin is required • Highly PC literate in Microsoft Word, Excel, Powerpoint, etc.
Application Method	<p>Interested parties please send your resume with current and expected salary to HR.Recruit@chubb.com (Personal Data will be collected for recruitment purpose only.)</p>
Year(s) of Working Experience	3+ years
Employment Type	Full Time, Permanent