

## Job Advertisement

<b>Company Details</b>	
Company Name*	Well Link General Insurance Company Limited
Company Description	Well Link General Insurance Company Limited, formerly known as Direct Asia Insurance (Hong Kong) Limited, is a member of Well Link Insurance Group Holdings Limited, a HK based financial institution. Well Link Insurance provides peace of mind to customers in offering comprehensive insurance protection to meet customers' insurance needs coupled with our quality and professional services, we strengthen our market position as a preferred Insurance Company of our customers. Besides, we value our employee who are our greatest assets and we expect to offer rewarding career opportunities to our employees. Candidates who are interested in developing his/her own career life with us as an Insurance Professional are encouraged to apply for the job.
Location*	Taikoo
Classified Start Date	3/5/2021
<b>Job Details</b>	
<input checked="" type="checkbox"/> Non-sales Position (Back-office) #      Sales Position (Front-line) #	
Position*	Manager / Senior Manager - Customer Care
Department*	Customer Care
Job Category	Customer Care
<ul style="list-style-type: none"> <li>• Job Description/ Duties*</li> </ul>	<p><b>Service</b></p> <ul style="list-style-type: none"> <li>• Create a customer-focused culture that empowers the team to get things done for customers and prospects, and that represents the customers view to the rest of the business.</li> <li>• Drive the implementation of business strategies to deliver a differentiated level service to our customers.</li> <li>• Reinforce the importance of service quality at every level of the department.</li> <li>• Analyze customer service related information and evaluate the results to choose the best resolutions and alternatives to customer service</li> </ul>

challenges and to identify opportunities to improve customer service.

- Provide customer service personnel with guidance in handling difficult or complex issues or problems so that they can be resolved effectively and efficiently.

### **Sales**

- Achieve growth and hit sales targets by successfully managing the team.
- Ensure the team have the necessary resources to perform properly.
- Demonstrate effective sales/service techniques to team.
- Proactively work with other function units to ensure the achievement of sales objectives.
- Conduct market research and customer analysis to identify sales opportunities.

### **Process**

- Oversee the day-to-day operations of Customer Care Centre to ensure its efficiency and effectiveness.
- Maximize the operation efficiency and team productivity, including resource planning and job allocation.
- Put in place methodologies to achieve a significant improvement in operational efficiencies, eliminating the root causes of customer dissatisfaction and reducing cost.
- Review the work process and resource to enhance the operational effectiveness and service quality.
- Contribute to both the strategic and tactical planning of the business.
- Develop and maintain constructive and cooperative working relationships with key stakeholders.
- Ensure operation procedures are in compliance with the company and regulatory requirements.
- Prepare the management reports and statistics related to the Customer Care function.
- Develop and measure key performance indicators to determine

and improve the effectiveness of all business activities.

- Effectively manage resources and budgets to achieve objectives.

### **People**

- Recruit, lead, motivate and develop the team to ensure a sustained commitment to the customer and to a high level of performance.
- Support and maintain the company's philosophy and values; lead by example and be the key role model in living the company's core values.
- Put in place performance management systems (including monthly 1:1s) that coach and support the team to achieve exceptional results.
- Develop and drive a culture that supports coaching, developing and motivating employees to perform to their highest standards.
- Continually evolve and develop practices that will keep our people smiling.
- Create an open communication environment to maintain a positive work environment; actively seek and act upon feedback from the team.

### **ISO10002**

- Empower the customer care specialist to continually improve customer experience.
- Establish a process of performance monitoring, evaluation and reporting.
- Report to top management on the complaint handling process, with recommendations for improvement.
- Maintain the effective and efficient operation of the complaint handling process, including the recruitment and training of appropriate personnel, technology requirements, documentation, setting and meeting target time limits and other requirements, and process reviews.
- Ensure the readiness of Routine Surveillance Visits (SV) which will be

	<p>conducted on a 6 month interval basis and assure the maintenances and the improvements of the certificate.</p> <ul style="list-style-type: none"> <li>• Perform ad hoc duties as assigned by Company.</li> </ul>
Requirements*	<ul style="list-style-type: none"> <li>• Degree holder in Business Administration or above.</li> <li>• Pass in the Insurance Intermediaries Qualifying Examination (IIQE paper 1 &amp; 2).</li> <li>• Proven ability to manage and lead teams with a demonstrated ability to motivate, coach and guide.</li> <li>• Understanding of the principles of Customer Service and customer behavior.</li> <li>• Successful track record in managing Contact Centre functions (3-5 years) that have delivered premium customer service in innovative and creative ways.</li> <li>• Familiar with Contact Centre operation workflow and procedures.</li> <li>• Sound knowledge of Contact Centre technologies and best practice.</li> <li>• Experience in driving initiatives (system development or process re-design) to improve customer and employee satisfaction.</li> <li>• Knowledge in wide range of personal lines General Insurance products.</li> <li>• Excellent communication, interpersonal, negotiation and complaint handling skill.</li> <li>• Persuasiveness, adaptability, strong commitment and good time management.</li> <li>• Well-organized, people and customer-orientated, detail-minded, self-motivated, dedicated, enthusiastic and outgoing.</li> <li>• Able to work under pressure and deal with difficult situations in a friendly manner.</li> </ul>
Application Method*	<ul style="list-style-type: none"> <li>• Please send your full resume stating latest and expected salary to Human Resources Manager at <a href="mailto:careers@wli.com.hk">careers@wli.com.hk</a>.</li> <li>• We are an equal opportunity employer and welcome applications from all qualified candidates.</li> <li>• All personal data provided will be treated in the strictest confidence and used only for recruitment related purposes. All personal data will be destroyed after 6 months of submission.</li> </ul>
Application Deadline	2/6/2021

Year(s) of Working Experience*	<ul style="list-style-type: none"> <li>• At least 5 years of experience</li> </ul>
Employment Type	Full Time
Additional Benefits	<ul style="list-style-type: none"> <li>• Dental insurance</li> <li>• Five-day work week</li> <li>• Life insurance</li> <li>• Medical insurance</li> </ul>

\* Required info

# Please choose one option: 'Non-sales Position (Back-office)' OR 'Intermediary / Sales Position (Front-line)'.