

## Job Advertisement

<b>Company Details</b>	
Company Name	Hong Leong Insurance (Asia) Limited
Company Description	Hong Leong Insurance (Asia) Limited ("HLIA") Co., Limited, is a registered insurance company in Hong Kong. It is an indirect wholly-owned subsidiary of Hong Leong Financial Group Berhad ("HLFG"), a public listed company in Malaysia, and a major associate of Guoco Group Limited in Hong Kong. HLIA has been active in Hong Kong since 1973. It has been assigned an A- (Excellent) financial strength rating from AM Best Company, one of the world's leading rating agency specialized in insurance industry.
Location	North Point, Hong Kong
Classified Start Date	
<b>Job Details</b>	
<input checked="" type="checkbox"/> Non-sales Position (Back-office) <input type="checkbox"/> Intermediaries/ Sales Position (Front-line)	
Position	Officer, Customer Relationship
Department	Call Centre
Job Category	Sales, CS & Business Devpt > Call Centre
Job Description/ Duties	<p><b>Responsibilities</b></p> <p>Inbound</p> <ul style="list-style-type: none"> <li>• Handle customer enquiries and requests via various channels</li> <li>• Provide high standard service and support to customers</li> <li>• Cross-sell insurance products to achieve sales target</li> <li>• Working hours:             <ul style="list-style-type: none"> <li>▪ Monday to Friday – 09:00 to 17:30 or 10:30 to 19:00</li> <li>▪ Saturday – 09:00-13:00</li> </ul> </li> </ul>

	<p style="text-align: center;">(alternate week)</p> <p>Outbound</p> <ul style="list-style-type: none"> <li>• Conduct outbound call activities for promoting insurance products</li> <li>• Achieve assigned sales target</li> <li>• Provide high standard service and support to customers</li> <li>• Working hours: Monday to Friday – 09:30 to 18:30</li> </ul> <p>Sales Support</p> <ul style="list-style-type: none"> <li>• Handle customer enquiries and requests via various channels</li> <li>• Provide high standard service and support to customers</li> <li>• Perform Call Centre related administrative duties and</li> <li>• ad-hoc business support</li> <li>• Working hours: <ul style="list-style-type: none"> <li>▪ Monday to Friday – Monday to Friday – 09:00 to 18:00</li> <li>▪ Saturday – 09:00-13:00</li> </ul> </li> </ul> <p style="text-align: center;">(alternate week)</p>
<p><b>Requirements</b></p>	<p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Form 5 or above</li> <li>• Passed in IIQE Paper 1, 2 and 3</li> <li>• 1-2 years of hotline working experience in</li> </ul>

	<p>the insurance industry</p> <ul style="list-style-type: none"><li>• Good telephone manner and effective communication skills</li><li>• Proficient in English and Chinese (Putonghua is an advantage)</li></ul>
Application Method	jobs_callc@hl-insurance.com
Application Deadline	30 days after posting
Year(s) of Working Experience	1-2 years of hotline working experience in the insurance industry
Employment Type	Full Time, Permanent
Additional Benefits	Five-day work week, Double pay, Medical insurance, Dental insurance