

Job Advertisement

Company Details	
Company Name	Fubon Life Insurance (Hong Kong) Company Limited
Company Description	<p>Inheriting the brand name of "Fubon Life", Fubon Life Insurance (Hong Kong) Company Limited, ("Fubon Life HK") was incorporated in Hong Kong in July 2015 and is the wholly-owned subsidiary of Fubon Life Insurance Company Limited ("Fubon Life Taiwan"). Fubon Life HK, upholding the mission of "Enriching Life with Endless Hope" and "customer-oriented" service philosophy, provides customers with a variety of life insurance products through bancassurance, strategic alliance partnerships and proprietary channel.</p> <p>Our parent company, Fubon Life Taiwan is the second-largest life insurance company in Taiwan. It provides a full range of insurance and financial services through our insurance agency team, banks and diversified sales channels, in order to meet with the customers' needs throughout all different stages.</p> <p>With an extensive network and client base both in and outside Taiwan, Fubon Life is committed to becoming one of Asia's first-class insurance companies to provide quality insurance products and services to our customers in Hong Kong. We demand the best talent to cope with our business expansion and customer oriented strategy and now inviting dynamic and intelligent talents to fill up the following positions.</p> <p>Interested parties, please visit our Company website http://www.fubonlife.com.hk for more details.</p>
Location	Quarry Bay / Tai Koo

Job Details	
<input checked="" type="checkbox"/> Non-sales Position (Back-office) <input type="checkbox"/> Sales Position (Front-line)	
Position	Senior Officer, Customer Services
Department	Customer Services
Job Category	Customer Services
Job Description / Duties	<ul style="list-style-type: none"> - Handle daily operation in Customer Services team and provide quality services with achievement of service level agreements - Handle inbound and outbound call in professional manner - Provide counter services, including payment collection - Resolve / handle complaints within own authority - Reply written enquiries and emails - Handle ad hoc tasks assigned and department projects
Requirements	<ul style="list-style-type: none"> - Minimum 4 years of relevant working experience in life insurance industry - Qualification of IIQE paper 1, 3 and 5 - Recognized insurance designation such as FLMI and ACS adds advantage - Strong customer-oriented mindset, hardworking and independent - Good communication and interpersonal skills - Good command of both written and spoken English and Chinese (including Mandarin) - Good PC skills of MS Word and MS Excel - Candidates with more experience can be considered as Supervisor

Application Method	<p>Interested parties, please send your resume with current and expected salary to hkrecruit.life@fubon.com (Personal data will be collected for recruitment purpose only.)</p> <p>Note: Applicants not hearing from us within 4 weeks from the date of advertisement may consider their applications filed for future reference. We reserve the right to review applications received for suitability for other posts within the company. Personal data provided by job applicants will be used strictly for recruitment related purpose only. We shall retain the personal data of unsuccessful applicants for a period of 12 months.</p>
Year(s) of Working Experience	Minimum 4 years of relevant working experience in life insurance industry
Employment Type	Full Time, Permanent
Additional Benefits	Salary will commensurate with calibre and experience. Five-day work, performance bonus, attractive remuneration package and fringe benefits (including medical, dental and life insurance and provident fund).