

<b>JOB TITLE</b>	<b>LIFE OPERATIONS - SUPERVISOR</b>
<b>REPORTS TO</b>	<b>HEAD OF LIFE AND PENSIONS</b>
<p><b>PURPOSE OF THE POSITION:</b></p> <p>The role is responsible for the overall supervision of all life operations within the company. This includes assessing underwriting risks and processing claims in accordance with established underwriting and claims procedures. The position ensures the delivery of effective and efficient services to customers while maintaining compliance with company policies and industry standards.</p>	
<p><b>KEY TASKS, DUTIES AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Oversee the review of existing products and the development of new ones.</li> <li>• Handle ordinary life, Group life, Group last expense &amp; credit, underwriting, policy issuance, servicing, and claims.</li> <li>• Provide customer service support to ensure efficient service delivery.</li> <li>• Support the agency force, including processing &amp; paying commissions promptly and incentive payments timely.</li> <li>• Oversee daily operations, including people management and administrative duties.</li> <li>• Supervise premium allocation processes across various pay points and collection modes.</li> <li>• Drive business promotion, development, and retention efforts.</li> <li>• Manage reinsurance processes, including returns submission, cession settlements, and follow-ups on profit settlements.</li> <li>• Regularly assess existing products and benefits, comparing them with market needs to ensure they align with customer expectations.</li> <li>• Ensure adherence to customer service standards for policy issuance, claims processing and timely payments to policyholders.</li> <li>• Handle client complaints in collaboration with staff, TLAs, brokers/intermediaries involved.</li> <li>• Recommend and implement improvements to enhance customer service and maintain a competitive client service delivery system.</li> <li>• Continuously explore new business opportunities through product development.</li> <li>• Ensure timely preparation and submission of regulatory returns, along with accurate data submission.</li> <li>• Submit reinsurance returns, settle cessions, and facilitate profit payments from reinsurers.</li> <li>• Verify proposal forms to ensure completeness, justification of life cover, and appropriate premium alignment.</li> <li>• Determine free cover limits for each scheme and identify members requiring medical evaluation.</li> <li>• Request medical assessments per company underwriting guidelines.</li> <li>• Facilitate medical underwriting and communicate treaty cessions to reinsurers accordingly.</li> <li>• Drive sales, new business acquisitions, renewals, and premium growth through agents, brokers, and intermediaries.</li> <li>• Ensure departmental discipline, provide ongoing policy updates, coaching &amp; training, set and monitor employee performance objectives, and enhance product knowledge within the sales force through collaboration with agency leaders.</li> <li>• Assess market coverage and implement strategies to enhance penetration, including mass prospecting and ensuring all agency acquisitions comply with company underwriting standards.</li> </ul>	

### **REQUIREMENTS**

- Bachelor's degree or related field from a recognized University.
- 3 years of relevant experience in Insurance or Reinsurance.
- Professional Qualifications in Insurance e.g. ACII/AIHK or equivalent.

### **HOW TO APPLY:**

If you are interested in the position and have the required qualifications, skills and experience, kindly [Click Here](#) and apply on or before **Friday, February 21, 2025**.