JOB DESCRIPTION

Company Name: AIA International Limited

Position Title: Management Trainee (Operations Stream)

Department / Functional Area: Operations

Position Objective: Complete a two-year career development program in order to develop oneself into future leader of the Operations function. Develop full understanding of the insurance business cycle and provoke positive change to improve organizational effectiveness and take the business to the next level.

Roles and Responsibilities:

- Extensive job rotation within Operations and other functions
- Job attachment in various Operations Team including Underwriting, Claims, Service, Operations Business Solution, Quality Management & Business Development and other functions including TDA, Customer Experience, Partnership Distribution / Agency Management assigned by Program Lead
- Build knowledge on the insurance cycle from new business underwriting to policy change requests and to claims. Obtain authority by meeting the training requirement and perform daily BAU underwriting and claim assessment duties
- Build competency and understanding the future Operations roadmap
- Participate in the process review tasks during each attachment including review existing process and streamline as necessary in order to ensure consistency, accuracy of the output and excellent customer experience
- Participate in company-wide strategic projects and other Operations projects
- Internal and External training
  - Attains professional accreditation in LOMA within program period
  - Participate in HR training assigned
  - Participate in company-wide mentoring program

Minimum Job Requirements:

- Bachelor's degree
- Excellent command of written and spoken English and Chinese (Cantonese and Putonghua)
- PC Knowledge of MS Excel and Word
- Strong interpersonal, communication and analytical skills
- Good team player and customer focused
- Self-motivated, willing to take on challenges and able to work under pressure

The above statements are intended to describe the general nature and level of work being performed by incumbent assigned to the job. They are not intended to be an all-encompassing list of all responsibilities, duties and skills required of incumbent so classified. Reasonable accommodations to essential functions of the job will be made if appropriate.