



PR/159270 | Policy Administration Manager

Job Information

Recruiter
[JAC Recruitment Malaysia](#)
Job ID

1548240

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

July 23rd, 2025 08:01

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

JOB RESPONSIBILITIES

- Handle post-sales service requests, including preparing and submitting necessary forms to various insurance carriers, and coordinating with insurers or underwriters for follow-ups and negotiations.
- Collaborate with Consultants and clients to ensure timely and accurate fulfillment of post-sales requirements.
- Maintain regular updates to Consultants and clients regarding the status of post-sales activities, and ensure all related meetings are properly recorded in the system.
- Ensure all client documentation is complete, consistent, and compliant with standards and carrier due diligence requirements.
- Work closely with the Team Leader and Sales Operations team to support daily operational needs.
- Ensure timely preparation and completion of clients' annual policy reviews.
- Develop customized PowerPoint presentations and policy comparisons for client meetings.
- Promote efficiency in processes and team operations.
- Provide guidance and mentorship to team members to support their development.

JOB REQUIREMENTS

- Bachelor's degree in any discipline.
- Strong relationship-building skills with insurers, clients, bankers, and consultants.
- Proven ability to manage multiple tasks and perform effectively under tight deadlines.
- Possesses solid functional and technical expertise to deliver high-quality results.
- Excellent interpersonal skills; collaborates effectively with consultants and colleagues to enhance service turnaround and improve annual review completion rates.
- Skilled in building rapport and handling interactions with diplomacy and tact.
- Highly organized and proactive in managing daily tasks and case follow-ups.
- Adaptable and resilient in the face of change.
- Focused on driving team efficiency and streamlining service processes.
- Proficient in Microsoft Excel and PowerPoint.

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Company Description