



PR/160032 | Associate, Policy Administation

Job Information

Recruiter

[JAC Recruitment Malaysia](#)

Job ID

1572798

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

February 3rd, 2026 06:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Native

Minimum Japanese Level

None

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 forms to various insurance carriers, and liaising with insurers and underwriters for follow-ups and negotiations.
- Collaborate with Consultants and clients to ensure timely and accurate fulfillment of post-sales requirements.
- Keep Consultants and clients informed on the progress of post-sales requests and ensure all related meetings are properly recorded in the system.
- Ensure all client documentation complies with standards and carrier requirements, maintaining completeness and alignment.
- Work closely with the Team Leader and Sales Operations team to support daily operations.
- Ensure timely preparation and completion of annual client reviews.

- Develop customized PowerPoint presentations and policy comparisons for client meetings.

JOB REQUIREMENTS:

- Bachelor's degree in any discipline.
- Strong interpersonal and relationship-building skills
- Proven ability to manage multiple tasks and perform under tight deadlines.
- Possesses solid functional and technical expertise to deliver high-quality results.
- Excellent collaboration skills, working closely with consultants and team members to enhance service turnaround time and improve annual review completion rates.
- Fresh graduate with relevant administrative and customer service experience are welcome

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Company Description