



## PR/160314 | Associate, Policy Operation Support in Growing Consultancy Firm

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1584346

**Industry**

Bank, Trust Bank

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

April 28th, 2026 12:01

### 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

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- Manage the timely preparation and delivery of premium notices to clients.
- Prepare and distribute annual policy review packages within established timelines.
- Update meeting outcomes, action items, and status changes in the internal system following annual review sessions.
- Retrieve, verify, and input quarterly and annual cash values into the system accurately.
- Liaise with insurers to facilitate smooth transfer of required data, documentation, and client information.
- Respond to policy-related enquiries, providing clear and accurate information to advisors and clients.
- Prepare customised client presentations, policy summaries, and comparison reports to support advisory discussions.
- Handle ad hoc servicing requests, including generating CSV files, inforce illustrations, and other policy documentation.
- Maintain precise and up-to-date records across internal platforms and databases.
- Collaborate closely with internal teams to ensure efficient workflow and seamless coordination between Sales and Operations.

**Job Requirements**

- Degree holder in any discipline
- Highly organized and proactive in fulfilling daily work efficiently
- Ability to multi-task and work under extreme deadlines
- Competent in Microsoft Excel/Powerpoint/Word/Adobe Acrobat
- Proficient in English and Chinese in order to liaise with the mandarin speaking counterparties
- Min 1-2 years of working experience in shared service operations or customer service preferably in insurance industry

#LI-JACMY  
#countrymalaysia

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description