



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

June 9th, 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 Description

- 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.

Privacy Policy Link: <https://www.jac-recruitment.my/privacy-policy>
Terms and Conditions Link: <https://www.jac-recruitment.my/terms-of-use>

Company Description