



## PR/160340 | Associate, Policy Administration

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1584377

**Industry**

Bank, Trust Bank

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

April 14th, 2026 07:00

### 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