

Job Specification – Executive, Account Installation

Position Title	
Executive, Sales Support (Band 2)	
Job Purpose	
The incumbent is responsible to support Client Management team for all sales activities to maximize the effectiveness of internal processes and optimize the service level.	
Direct Reports	Reports To
Nil	Senior Manager, Client Management
Required Core Values & Behaviors	
<ul style="list-style-type: none"> • Growth mindset • Collaboration & communication • Ownership & accountability • Customer Focus 	

Enterprise Competencies Required (Please tick the appropriate box)

	Fundamental	Basic	Intermediate	Advanced	Expert
Conflict Management			√		
Courage			√		
Customer Focus				√	
Dealing with Ambiguity			√		
Informing			√		
Interpersonal Savvy				√	
Learning and Applying Quickly				√	
Managing vision and purpose		√			
Motivating Others		√			
Organizational Agility			√		
Organizing				√	
Perseverance			√		
Perspective		√			
Priority Setting				√	
Problem Solving				√	

Critical Tasks and Expected Contributions / Results

- Assist Client Management team to complete the Global Health Benefit (GHB) renewal document and New Business account installation document
- Assist on following up change requests from brokers/IFA or clients
- Verify and consolidate AML document from brokers/IFA or clients
- Prepare client presentations, member briefing and other presentations
- Provide pre-sale support of generating quotes and renewal proposals
- Assist on following up claims enquiries
- Take ownership of quotations by ensuring internal processes are followed and deadlines are met
- Ensure all new business cases are implemented accurately and professionally
- Identify improvement to prevent issues from re-occurring
- Assist any ad-hoc duties as assigned by supervisor

Key Challenges / Anticipated Changes in Environment

- Tightened regulations pose challenges to sales and client management

Roadblocks to Success

- Poor problem solving and prioritization skills
- Unable to perform under pressure and tight timelines

Current State of Business / Organization / Operation

- An increasing business volume
- Coordinating for a diverse portfolio of products and processes under the “One Cigna” strategy
- Handling issues arising from Hong Kong Service Localization to CDSS

Developmental Value of Position

- Involvement in organizational-wide projects that drive business growth
- Groom to be a Business Development/Client Management professional

Experience / Knowledge, Education and Other Requirements

- University graduate with 2 years' experience in sales administrative functions
- Knowledge in Sales/Health Insurance or Brokerage background is preferred
- Excellent communication skills in Chinese and English, both verbal and written
- Able to meet tight deadlines and work under pressure with minimal supervision
- Proficient knowledge of Microsoft Office including Word, Excel, PowerPoint and Outlook
- Strong interactive skills
- Self-motivated with strong sense of team collaboration
- Fresh graduates will also be considered for junior position

Application Method

Please send CV directly to Carnie.Chiu@Cigna.com as soon as possible.