



**Reaching Out To You:** HL Assurance Pte. Ltd. ("HLAS") is a licensed general insurance company in Singapore, a subsidiary of Hong Leong Financial Group Berhad ("HLFG") and a member of the Hong Leong Group.

## **Relationship Officer, Contact Centre**

### **Job Responsibilities:**

- Responsible for pre-sales enquiries, sales, post-sale customer service and on-going customer relationship management.
- Perform outbound sales calls and incoming calls to existing customer, customers of affinitive partners to deepen relationship, cross-sell, up sales our products and services
- Deliver an excellent level of customer service to maximize sales, client satisfaction and retention
- Conduct outbound calls to customers to cross sell/ upsell insurance needs and to contribute to company and department goal.
- Develop relationships with customers to maximize sales potential and ensure total customers satisfaction
- Ensure daily and monthly KPIs (Call Performance and Sales Target) are met and exceeded
- Promote products to new and existing customers using Telephone as the main medium of contact.
- Well versed of insurance products and services.
- Manage all incoming calls or pre-sales enquiries, sales, post-sale customer service

### **Job Requirements:**

- Minimum Diploma/ GCE 'O' level with at least 3 years of relevant work experience doing outbound sales preferably in call centre environment and general insurance industry
- Possess Insurance certification (GI – BCP & PGI) and basic computing skills
- Energetic, outgoing personality and service oriented
- Independent and a fast learner with initiative
- Able to converse fluently in both English and Mandarin (to handle majority of our Chinese-speaking customers)
- Team player with excellent interpersonal and communication skills

### **Other Information and Benefits**

- 5-day work week (Mon- Fri, 9 am - 6 pm, 1 hour lunch),
- 10-15 mins walk from Tanjong Pagar MRT
- Attractive remuneration package, monthly and quarterly commission, annual leave entitlement, outpatient and dental benefits, group hospitalization and surgical, personal accident and term life insurance, etc.

### **Your Career, Our Passion - COME JOIN US NOW!**

Interested applicants, please forward your detailed resume, stating qualifications, reason for leaving each employment, work experience, availability, current and expected salaries to [hr.career@hlas.com.sg](mailto:hr.career@hlas.com.sg) NOW.

*(We regret that only shortlisted candidates will be notified)*

### **Company Information**

HLAS is a member of Hong Leong Group, a leading conglomerate based in Malaysia with diversified businesses in banking and financial services, manufacturing and distribution, property development and investments, hospitality and leisure, and principal investment with presence in Asia, Europe, North America and Oceania. We are also a member of General Insurance Association (GIA) in Singapore. Our products include Travel, Fire, Home Contents and Motor. (Find out more about us at [www.hlas.com.sg](http://www.hlas.com.sg))

HLFG is a leading provider of financial services through the subsidiaries and associate companies of Hong Leong Financial Group Berhad. The Group's Financial Services companies provide a broad spectrum of financial services - banking, treasury, insurance, fund management, investment banking, capital markets and stock-broking throughout Malaysia, Singapore, China, Hong Kong and Vietnam. Based in Kuala Lumpur, our products and services are distributed via a diverse range of distribution channels.