理赔部-副总经理

工作职责：

1. 带领团队完成公司制定的理赔目标及策略方向，确保团队绩效与公司整体业务目标一致。
2. 培养高效率的工作团队，明确各岗位职责与绩效期望，监控服务质量及服务水平，确保高效生产。
3. 建立及优化部门流程，包括理赔指引及标准作业程序，推动理赔自动化及系统升级，提升运营效率。
4. 执行合规政策，确保理赔操作符合监管要求及内部管控标准，在审计和监管审查中取得良好结果。
5. 分析理赔情况，编制定期管理报告及统计数据，为管理层审阅及决策提供支持；识别理赔趋势并向核保及风险管理部门提供反馈。
6. 处理复杂或升级理赔个案，在授权范围内进行审批，确保理赔处理公平、及时。
7. 指导及培养下属，提供理赔相关培训，提升团队整体专业能力。

任职要求

1. 本科或以上学历
2. 一般保险或相关领域的学科
3. 具有10年一般保险理赔经验，其中5年管理经验
4. 持有ANZIIF（Senior Asso/Fellow CIP）资格
5. 了解保险法规和行业挑战
6. 已结果为本，善于分析及问题解决
7. 具备高绩效团队的领导能力，并具备良好的沟通能力
8. 良好的英语和中文（普通话）口语和书写能力

Claims Department – Deputy General Manager

Responsibilities:

1. Lead the team to achieve the company's claims objectives and strategic direction, ensuring team performance aligns with overall business goals.
2. Build a highly efficient team, clarify roles and performance expectations, and monitor service quality and service levels to ensure high productivity.
3. Establish and optimize departmental processes, including claims guidelines and standard operating procedures, and drive claims automation and system upgrades to improve operational efficiency.
4. Implement compliance policies, ensure claims operations comply with regulatory requirements and internal control standards, and achieve good results in audits and regulatory reviews.
5. Analyze claims performance, prepare regular management reports and statistics for management review and decision-making; identify claims trends and provide feedback to underwriting and risk management departments.
6. Handle complex or escalated claims cases and approve within delegated authority, ensuring fair and timely claims handling.
7. Guide and develop subordinates, provide claims-related training, and enhance the overall professional capability of the team.

Requirements:

1. Bachelor's degree or above.
2. 10 years' experience in general insurance claims, of which at least 5 years in a managerial role.
3. Degree in General Insurance or a related discipline.
4. Holder of ANZIIF (Senior Associate / Fellow, CIP) qualification.
5. Understanding of insurance regulations and industry challenges.
6. Results-oriented, with strong analytical and problem-solving skills.
7. Proven leadership skills in managing high-performing teams, with good communication skills.
8. Good command of written and spoken English and Chinese (Putonghua).