



**TAKAFUL
BRUNEI**

CAREER OPPORTUNITIES

AGENCY ADMINISTRATION OFFICER

The role of the Agency Administration Officer includes and is not limited to the following:

- Create and document all types of requests submitted by agents in a timely manner;
- Monitor all submitted requests for the necessary actions and verify all the policies received are completed;
- Monitor that all request is attended and acknowledged by relevant recipients;
- Create and maintain useful database / records for the division;
- Ensure tracking report are maintain and monitor closely;
- Anticipate the needs of others in order to ensure their seamless and positive experience;
- Serving as an escalation point for when it is identified that handlers are having issues with request follow-up or for when the request has become outdated;
- Improving the workflow of requests (proactive or through the identification of an opportunity);
- Monitor and report any fraud activities by the agents;
- To check and receive applications for HOD reviews;
- Interview and create shortlist of potential agents' candidates for the HOD review;
- Prepare correspondence to regulators for any notification updates or relevant information;
- Proactively review performance of agents after license renewals;
- Verify references and conduct background checks on new agent applicants;
- Report any fraud activities by the agents to the relevant authorities.

Minimum Requirements

Bachelor's Degree in Business or equivalent degree or minimum 3 to 5 year working experience

Key Competencies Required

Excellent oral communication, high level writing skills to produce high quality documents and a high degree of initiative.

For interested applicants, please complete our **Online Application Form** at <https://takafulbrunei.com.bn/career/> or send your complete CV with relevant documents and covering letter to our Human Resources Division email at hr@takafulbrunei.com.bn.

All applications must reach us by **30th June 2022**.

Only short-listed candidates will be notified.