

## Join our Team as Senior Corporate POS

*Valuable team member, the new Senior Corporate POS will play an important role in operational processes optimization, implementing new insurance products and administering the existing ones, while maintaining trusted relationships with corporate business partners.*

### **Key Responsibilities:**

He / she will be responsible of operational activities related to bancassurance and telemarketing portfolios, including product implementations, reconciliations of premiums and commissions with our bank partners and optimization of actual operational processes.

### **The main responsibilities will include:**

- Coordinate/ implement internal and regional projects and initiatives related to new products implementations, processes optimisation (automation or other improvement actions), backlog removal, product changes, etc;
- Support development and improvement of dedicated administration systems for group portfolio (CLAS, Telemark), create business requirements;
- Take part in negotiations with business partners to agree upon operational workflows and solutions;
- Manage bancassurance portfolio in dedicated credit life administration system:
  - Process and import in administration system the monthly files received from business partners;
  - Reconcile, identify errors and correct data received from business partners according to group policies;
  - Financial reporting: verify on bank statement/with business partners the collected premiums and paid commissions reported in monthly files;
- Maintain a permanent communication with corporate business partners regarding insured portfolio, policy payments and cancellations, identify deviations from the group policy and find solutions to accommodate them;
- Respond to customers' requests and complaints;
- Provide support for CPOS team or other departments in order to solve various issues, specific to bancassurance and telemarketing portfolios;
- Analyze and make assessments related to bancassurance and telemarketing portfolios;
- Develop and review operational procedures for the department's activities.

The new Senior Corporate POS we are looking for requires both hard and soft skills to excel in the position, at least:

### **Hard Skills**

- Bachelor's degree;
- Experience working in banking or life insurance industry (+3 years' experience); solid understanding of bancassurance products and operational processes may represent an advantage;
- Proficiency with technology and systems – ability to quickly learn new systems and processes;
- English proficiency at Upper intermediate level or higher;
- Proficiency in Microsoft Office (Excel, PowerPoint, Word);
- Ability to maintain effectiveness and professionalism when experiencing change in work tasks and/or the work environment;
- Project management skills .

## Soft Skills

- Collaborative and team player;
- Planning and organizational skills, including flexibility and agility to respond to changing environments;
- Time management skills and capacity to identify priorities;
- Positive, with a strong “can do” attitude;
- Enthusiasm for knowledge and development ;
- Strong customer service and problem-solving skills;
- Attention to details;
- Proactive and promptness in solving problems;
- Excellent communication and inter-personal skills.

## What we offer:

- Friendly and dynamic work environment with multiple career development opportunities, allowing the colleague to explore a variety of functions and processes within the Operations area;
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality;
- Various learning & development programs, adapted to your needs and goals;
- Work-life balance programs and a special care for your physical and mental health;
- Benefits (flexible hours, meal tickets, private medical subscription, insurance policy, Bookster, additional holiday based on your seniority);
- Attractive salary and yearly additional compensation, according to your performance and support for the team;
- Hybrid way of working and good location – close to the subway.

**Send us your CV at [RO-hr@metropolitanlife.ro](mailto:RO-hr@metropolitanlife.ro).** By sending your CV to this address you agree that Metropolitan Life will process your personal data for the recruitment process for this role.

**At Metropolitan Life, part of MetLife, Inc, one of the largest life insurance companies in the world, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.**

Metropolitan Life is an equal opportunity, affirmative action employer committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is Metropolitan's Life policy to ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, age, disability, national origin, marital or domestic/civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

