



JOB OPPORTUNITY

Position: Performance MANAGER

About Company

Phongsavanh Insurance (APA) Co., Ltd is a composite Insurance company in Laos. Part of the Phongsavanh Group. Phongsavanh Insurance provides insurance products to protect the lives and belongings of individuals, families and businesses. Our Vision is to create a reputation of professional insurance Company with customer core values at the heart of its operation and to deliver first class service in all our actions with clients. We are looking for passionate and energetic people to join the team to help shape the future of Phongsavanh Insurance.

Key responsibilities:

- Reporting to the Sales Director
- Manage outbound call center performance, ensuring minimum outbounds achieved
- Ensure new business and renewals are prioritized, strives to exceed KPI's
- Ensure the very best level of service is provided to APA's Partners and Customer
- Manage and motivate Sales Staff performance
- Work closely with APA's Policy Administration team to ensure that all quotations and policy documents are provided on time
- Update relevant management systems
- Manage complaints

Key requirements:

- Experience in performance management
- Complaints handling
- Good computer skills
- Good written and verbal communication skills.
- Good interpersonal skills.

Apply now:

Submit your CV, Application Letter **in writing** and other relevant application documents to our Human Resource Department at Career@apa.com.la

More information:

Website: <https://apa.com.la/career/>

Email: info@apa.com.la

Only shortlisted candidate will be contacted for interview.

Closing date for applications Until further notice.