



The Insurance Authority (IA) is the independent statutory body whose principal function is to regulate and supervise the Hong Kong insurance industry to promote its stable development and to protect existing and potential policy holders.

We are looking for talents who share the same vision to join us!

IA now invites applications for the following positions:

**Assistant Manager (Conduct Supervision – Complaint Handling Team)
(Permanent/Contract)**

Reporting to the Senior Manager and Manager, the Assistant Manager will undertake the following:

Key Responsibilities

- Handle telephone and written complaints against insurers and intermediaries professionally
- Carry out assessment and prepare assessment reports on alleged complaint and non-compliance cases
- Communicate and follow up with complainants, insurers and intermediaries professionally
- Manage the Complaint System
- Prepare monthly management information on complaints
- Conduct trend and root cause analyses on complaints to identify any industry issues
- Communicate regulatory considerations / expectations with insurers and intermediaries
- Liaise with other regulatory bodies on complaint and non-compliance cases

Requirements

- A Bachelor's degree, professional qualification in finance, insurance, economics, laws, accounting, or related disciplines
- Minimum 3 years' relevant work experience in complaint handling / audit / compliance / risk management with insurance companies, other regulatory organizations or financial institutions
- Knowledge of local regulatory requirement, preferably in the insurance sector
- Excellent written and verbal communication skills in English and Chinese; proficiency in Putonghua will be an advantage
- Strong analytical skill; self-confident and empathetic skills in dealing with stakeholders including complainants, insurers and insurance intermediaries
- Self-motivated, mature, patient and able to work under pressure
- Strong interpersonal skills and be a good team player

Remuneration Package

A competitive remuneration package commensurate with the successful candidates' experience and qualifications on a 12-month contract / permanent role will be offered, subject to work experience and interview performance.

Application

Review of the applications will start as soon as possible and continue until the post is filled. Interested applicants may send a letter of application quoting the reference number in the heading, together with a full resume stating current and expected salaries by clicking "[Apply Now](#)".

The Insurance Authority is an equal opportunities employer. Applicants not invited for an interview within 2 months from the closing date may assume their applications unsuccessful. Applications may be considered for other suitable positions within IA. All applications will be handled in strict confidence and the information collected will only be used for recruitment purposes. All information on non-shortlisted applicants will be destroyed after 6 months from the close of applications.

