

Allianz General Lao (AGL), the leading insurance company in Laos, was established in 1990. AGL is a joint venture between the Ministry of Finance of Lao PDR (MoF) and Allianz SE, the world leading insurance and financial services provider. With over 27 years experience in Laos, the AGL enjoys a very good reputation among local and international customers. We provide friendly working environment, mixture of different culture and competitive salary. Now, we are looking for dynamic employee to join with us in Headquarter office in Vientiane as below position:

Deputy Head of Claims (1 Position)

Duty and Responsibility

- Manage daily work in the department & report to the Head of Department (HoD) and CEOs for all claims operational activities;
- Assist HoD follow the rules and action plan of the company; Pursue standard best practice and guidelines;
- Organize or reorganize tasks within the technical aspects (e.g. Loss Adjuster, Claim Expert, Legal, Claim Workshops, etc) ensure benchmarks are met regarding execution of the different steps in the value chain for the claims management.
- Steer section based on the underlying KPIs for productivity and quality of claims ensure the Service Level Agreements are adhered to;
- Develop and implement claims strategy. Lead, support or participate in the projects with strategic or tactical role in business development.
- Maintaining claims statistic & sort out the claims problems; analyze and synthesize action plans to improve the entire technical works' quality and the working system as a whole;
- Provide timely, quality, effective management and leadership to claims employees by ensuring that every staff has clear vision/direction and appropriate resource supporting their roles and responsibilities.
- Overseeing and advise on legal contracts preparation, letters of agreement, and other legal documents related to a variety of commercial, trade, operational matters to protect the organization's legal and business interest including analyzing and interpreting case law, court reports.
- Assist HoD to manipulate Target Letters into action plans for all staffs as well as implement process and guidelines according to the Company's strategies and follow up on tasks completion;
- Assist HoD to manage daily work in the department & approve technical claim matters including claim payment execution for all Line of Business;
- Conduct legal actions and follow up on recourse cases to protect business of organization.
- Perform other tasks as advised by HoD & CEOs.

Qualifications & Skills requirements:

- Master in business admin., law, or equivalent qualification.

- At least 3-5 years of experience in claim administration or similar responsibilities.
- Male or Female aged around 20- 40 years old
- Broad span of knowledge of Insurance and reinsurance, its segments, dynamics and strategies.
- Good organizational thought, coordination, and operations strategy planning;
- Having strong knowledge in operational management and law.
- Be able to work in a dynamic & under pressure environment to meet delaine.
- Good command of written and spoken English.
- Result Orientation and driving Change & Innovation.
- Customer Focus & Able to travel to provincial where necessary.

AGL offers:

- **Competitive salary**
- **Great career progress opportunities**
- **Comprehensive on job training**
- **A friendly and supportive work environment**

Only Laos Nationality is eligible to apply. Interested applicants meeting the above requirements should submit their resume including a recent photo in passport size with cover letter describing your suitability for the role, career aspiration and salary expectation, and copied certificates to AGL Human Resources Department.

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