



“MetLife is a leading global provider of insurance industry serving 90 million customers in more than 60 countries all over the world. The company offers Individual and Group Insurance Plans in Life, Personal Accident, Health and Pension, providing comprehensive protection to 600.000 insured all over the country”

We are seeking for **Employee Benefits POS Pension** department the right individual to assume the position of **Group POS Pension Supervisor**
(Code: GRPENS)

Position title: Group POS Pension Supervisor

Reports to: Customer Service Manager

Office Location: Athens, Greece

Overview of the role:

To contribute in the implementation of managing policies and procedures for pension policies/contracts and additional operations in accordance with the given guidelines in order to contribute to Company's results and to the best possible service of customers, distribution channels.

Key Responsibilities:

- Responsible for managing performance of assigned departmental employees - developing, implementing, and monitoring departmental goals and KPIs
- Demonstrate strong relationship management skills with key stakeholders and customers
- Develop customer service procedures, policies and standards for the department
- Execute the Employee Benefit strategy as agreed with the distribution channels and indicate possible alterations and adjustments that should take place in order to avoid sales malpractices
- Identify and develop talents, assure succession planning to keep the business continuity
- Propose automations and simplifications within our business model in order to achieve higher level of customer satisfaction
- Manage possible risks associated with the departments output and deliver solutions that will mitigate effectively those risks
- Participate in major interdepartmental projects concerning the digitalization strategy
- Comply with regulations on timely manner
- Follow audit/compliance issues and close on time
- Set and follow SLA & TAT targets to improve efficiency and customer satisfaction

Business Knowledge/Technical Skills:

- University degree (e.g. Economics, Mathematics, Finance, Business Administration)
- Excellent Knowledge of MS office
- Very good Knowledge of English
- Minimum of 2 years in a managerial position will be considered an asset
- Good understanding of finance, investments or insurance will be an advantage
- Ability to analyze and interpret the financial results of the business
- Ability to operate the insurance contract, analyze and interpret the policy conditions and functions
- Very good knowledge of the company's products (coverage, procedures for product's using)

Personal Capabilities:

- Ability to lead and motivate a group of people
- Good communicational skills
- Able to manage projects
- Excellent negotiation skills
- Effective decision making

The company offers:

Our company offers a competitive remuneration package, continuous training and opportunities for further career development in a friendly and fast paced working environment.

Interested candidates should address detailed and updated CV, quoting reference code (GRPENS), via:

Email: Resumes.HR@metlife.gr