

JOB DESCRIPTION
(Effective Date:)

Company Name:	Shinhan Life Vietnam
Position Title:	Supervisor, FC SNS (Social Network Service) Management
Team:	FC Support
Reports to:	Head of FC Channel
Current Job Grade/Level	5
Work Location:	Ho Chi Minh
Geographical Responsibilities:	Ho Chi Minh
Position Objective:	As a member of FC support, this position will be responsible for managing FC social media presence across various platforms, for example: FC agency portal, Zalo OA... Additionally, this role will support the development of our agency relevant app, ensuring that our digital presence aligns with our business goals and enhances customer engagement.
<p>Roles and Responsibilities <i>Describe specific key functions of the position or the essential areas of responsibilities, listing the most important first.</i></p> <p>Begin each statement with an action verb <i>Describe what, how, and why role/responsibility is performed.</i></p> <p><i>Indicate average percentage of time</i></p>	<p>1. Content Creation and Management</p> <ul style="list-style-type: none"> - Create engaging and informative content related to FC internal information such as contest, notification, activity plan... - Schedule regular posts on all social media platforms to maintain consistent engagement. - Monitor social media channels for comments and messages; respond promptly to inquiries or concerns. <p>2. Agency Portal Management</p> <ul style="list-style-type: none"> - Oversee the agency portal by updating content regularly to ensure it remains relevant and user-friendly. - Collaborate with team members to gather insights on FC needs and preferences to enhance portal functionality. <p>3. Other</p> <ul style="list-style-type: none"> - Implement other tasks assigned by Line Manager

<p><i>each responsibility takes.</i></p>	
<p>Communication Requirements</p> <p>Internal</p> <p>External</p>	
<p>Minimum Job Requirements:</p>	<p>Education</p> <ul style="list-style-type: none"> - Bachelor’s degree in marketing, Communications, Business Administration or a related field. <p>Experience</p> <ul style="list-style-type: none"> - Proven experience in social media management; experience within the insurance industry is a plus. <p>Competency</p> <ul style="list-style-type: none"> - Good written communication skills - Ability to work collaboratively within a team environment while managing multiple projects simultaneously - Basic understanding of app development process - FC (Agent) focused mindset: Demonstrated commitment towards enhancing FC experience through effective communication method and content.
<p>Reporting Structure and Supervisory / Managerial Responsibilities:</p> <p>Attach organization structure, if available</p>	<p>FC support Assistant Manager.</p>

Prepared by:

Approved by:

Date:

The above statements are intended to describe the general nature and level of work being performed by incumbent assigned to the job. They are not intended to be an all-encompassing list of all responsibilities, duties and skills required of incumbent so classified. Reasonable accommodation to essential functions of the job will be made if appropriate.