

# Call Centre Trainee (Contract Basis)

At AIA, we don't simply believe in being 'The Best'. We believe in Better - because there's no limit to how far Better can take us.

## Roles and Responsibilities

- Answer inbound calls and provide accurate information to customers
- Ensure to attend customer call backs /complaints/ negative feedbacks/ requests within the service standards
- Collect new and update existing contact information in the system after validating with the customer
- Promoting standing orders for customers
- Forward customer requests to relevant departments if and when necessary and follow up until it is completed

## Candidates are required to have

- A sound educational background with good A/L results
- Minimum 2 years experience in call center, preferably in Insurance and Banking sector
- Excellent communication skills in both English and Sinhala Languages
- Ability to speak Tamil would be an added advantage
- Strong relationship management skills

***If you are interested, send your CV to [lke\\_vacancies@aia.com](mailto:lke_vacancies@aia.com)***



Best Life Insurance Company in Sri Lanka, awarded by Global Banking and Finance Review (2019, 2020) and Capital Finance International (2021).