

# CAREER OPPORTUNITIES AT JANASHAKTHI INSURANCE PLC



## Junior Executive – Life Operations

### ABOUT US

Janashakthi Insurance PLC, is a member of the Janashakthi Group (JXG) striving to deliver its core purpose of uplifting lives and empowering the dreams of our customers, employees, partners, and stakeholders. Founded in 1994 as a Life Insurance company, Janashakthi Insurance PLC made its mark in the industry as an innovator and has been a household name over a span of over 29 years.

Join us for a rewarding career with endless opportunities for career development and personal growth.



### Job Responsibilities

- Provide exceptional customer service by addressing inquiries, resolving issues and ensuring customer satisfaction
- Identify and escalate priority issues
- Provide product information to customers
- Handle inbound and outbound calls professionally and efficiently
- Maintain the agreed level of service standards from a company and customer perspective

### Person Specifications

- Professional qualification pertaining to CRM
- Minimum of 2 years' experience in a call center
- Candidates with trilingual skills will have a distinct advantage
- Effective interpersonal and communication skills and the ability to interact promptly and professionally

To apply please email your CV to [careers@janashakthi.com](mailto:careers@janashakthi.com) on or before 31<sup>st</sup> January 2024.

