



Let's care for tomorrow
For a chance to be more and do more.

LIFE INSURANCE EXECUTIVE – CUSTOMER RELATIONS

 **LOCATION**
HEAD OFFICE

We are seeking an individual to ensure smooth operation of Call Center function for a quality and effective performance.

Key responsibilities

- Attend inbound and outbound calls.
- Preparing reports and analyzing call center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction.
- Understand all organization's products, services, procedures and guidelines and communicate same to all team members.
- Submit regular reports to management and seek new ideas and strategies to improve performance at the center.

Key Benefits

The ideal candidate can look forward to a rewarding career coupled with advanced training opportunities, attractive remuneration package and a great exposure for global and multinational practices.

 **LEVEL**
EXECUTIVE

Key requirements

- Diploma/Insurance qualifications (CII cert/SLII Dip/University Dip) or 3 years of relevant experience.
- Strong communication skills (Written / Spoken) in both Sinhala and English languages.
- Ability to work with MS Office packages.
- Be accountable and responsible.
- Ability to work independently with minimum supervision and be a team player.
- Exceptional interpersonal, customer service, problem-solving, verbal and written communication, and conflict resolution skills.

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Join Allianz.

Send your CV to;
Careers-life@allianz.lk (Please mention the post you apply on the subject bar of the email).