



HNB
General
Insurance

JOIN OUR DYNAMIC TEAM

A P P L Y N O W !

We believe in developing careers through varied exposures. It is our aim to provide growth opportunities for the right talent. In this quest, you now have the opportunity to grow and contribute to an organization that is geared for success.

Assistant Manager – MIS & Customer Experience

Call Center Experience:

- Supervise both inbound and outbound call center activities, ensuring a high level of service quality.
- Monitor call center metrics, identify areas for improvement, and implement strategies to enhance customer experience.
- Conduct regular training sessions to improve the skills and performance of the customer service team.

Customer Servicing:

- Drive initiatives to improve customer satisfaction and loyalty through effective customer servicing strategies.
- Handle escalated customer issues and collaborate with relevant departments to resolve complex cases.
- Implement customer feedback mechanisms to continually enhance service quality.
- Customer complaint handling
- Front office customer handling

Social Media Management:

- Develop and execute social media strategies to enhance brand presence and engage with customers.
- Monitor social media channels for customer feedback and address inquiries or concerns in a timely manner.
- Collaborate with marketing teams to create relevant content and promotions.

MIS Management:

- Develop and maintain comprehensive MIS reports to track key performance indicators (KPIs) and support strategic decision-making.
- Analyze data trends and provide insights to improve operational efficiency and customer satisfaction.
- Collaborate with cross-functional teams to ensure accurate and timely reporting.

General Insurance Operations:

- Oversee day-to-day operations related to general insurance policies, claims processing, and underwriting.
- Implement and optimize processes to streamline operations and enhance overall efficiency.
- Ensure compliance with industry regulations and company policies.

Qualifications:

- Bachelor's degree in business administration, Insurance, or a related field.
- Proven experience in MIS, general insurance operations, and call center management.
- Strong understanding of the insurance industry and regulatory requirements.
- Excellent communication and interpersonal skills.
- Proficiency in data analysis and reporting tools.
- Demonstrated leadership abilities and team management experience.
- Prior experience in social media management is a plus.

If you believe you are the right person we are looking for, forward your complete resume together with contact numbers and the names of two non-related referees to reach us within 10 days of this advertisement by email to shashika.jeewanthi@hnbgeneral.com (State the position applied on the subject line)

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Place
To
Work.**

SRI LANKA
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