

Join us.  
Let's care  
for tomorrow.

ALLIANZ LIFE INSURANCE LANKA LTD.

# CUSTOMER CARE ASSISTANT

Join Allianz Lanka, a leading subsidiary of Allianz SE, the global financial services company renowned for its expertise in insurance and asset management. With headquarters in Munich, Germany, Allianz SE provides a robust foundation for our operations, enabling us to emerge as one of Sri Lanka's fastest-growing insurance service providers since our inception in 2005. As part of our team, you will have the opportunity to grow professionally and make a meaningful impact in the insurance industry. Join us and be a part of a company that values excellence, innovation, and customer-centricity.

We are seeking an individual to handling customers effectively, promptly addressing their needs and collaborating with other departments to provide solutions.

#### What you do

- Identify customer needs, provide solutions for customer inquiries, and maintain superior customer service.
- Accept cashless admissions and present accurate policy details to retain customers.
- Coordinate with medical and technical officers to ensure swift discharge arrangements, update company databases, and follow up on customer inquiries.
- Handle calls, update the respective system, and complete the given task.
- Handling multiple customers in a productive and effective manner.

#### What you bring

- Qualified in GCE O/L and GCE A/L.
- Certificate or Diploma certification in Computer Literacy.
- Excellent communication skills in English and Sinhala/Tamil, as well as computer literacy, are necessary.
- Previous work experience would be an added advantage.
- Teamwork and Interpersonal relationship skills.
- Ability to build strong customer relationship.

#### What we offer

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



Location  
Head Office ( One Galle Face Tower)



Job level  
Assistant



Apply now  
[careers-life@allianz.lk](mailto:careers-life@allianz.lk)  
Please send your CV to above email address and mention the post you apply on the subject bar of the email.

#LETSCAREFORTOMORROW



Allianz Group is one of the world's most trusted insurance and asset management companies. Caring for our employees, their ambitions, dreams, and challenges makes us a unique employer. Together we can build an environment where everyone feels empowered and has the confidence to explore, grow, and shape a better future for our customers and the world around us.

We at Allianz believe in a diverse and inclusive workforce and are proud to be an equal-opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love, or what you believe in.

We, therefore, welcome applications regardless of ethnicity or cultural background, age, gender, nationality, religion, disability, or sexual orientation.

Allianz is the Worldwide Insurance Partner of the Olympic and Paralympic Movements.

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