

CUSTOMER EXPERIENCE REPRESENTATIVES



Sanasa Life Insurance Company PLC is a leading provider of life insurance solutions committed to ensuring the financial security and well-being of our customers. With a dedication to excellence and customer-centric values, we are seeking a dynamic individual to join our team.

The Job

- Respond promptly and professionally to customer inquiries, requests, and concerns via phone or email
- Assist customers with policy inquiries, claims processing, account maintenance, and other service-related matters.
- Identify and assess customer needs to recommend appropriate solutions and products.
- Educate customers on insurance products, coverage options, and policy features.
- Process policy renewals, and cancellations accurately and efficiently.
- Handle customer complaints and escalations and resolve issues to ensure customer satisfaction.
- Maintain accurate records of customer interactions and transactions in the CRM system.
- Collaborate with internal teams to address customer issues and improve service delivery.

Qualifications & Experience

- G.C.E. Advanced Level; Bachelor's degree preferred.
- Previous experience in customer service, preferably in the insurance or financial services industry.
- Excellent communication skills, both verbal and written.
- Strong interpersonal skills with a customer-focused attitude.
- Ability to multitask, prioritize tasks, and work in a fast-paced environment.
- Proficiency in computer skills and familiarity with CRM software.
- Ability to work flexible hours, including weekends, as needed.
- Fluency in English and Sinhala languages is required; proficiency in Tamil is a plus.

An attractive remuneration and fringe benefits with excellent prospects for career advancements await the successful candidate.

Application Procedure

If you think that you're fit for the above position, please forward us your CV along with the contact details of two non-related referees to the address given below or to careers@sicl.lk within 14 days of this advertisement.

Head of Human Resources & Establishments
Sanasa Life Insurance Company PLC
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Colombo 03