

BELIEVE IN YOUR POTENTIAL

JOIN A COMPANY AS UNIQUE AS YOU ARE

Join AIA Insurance for a lucrative and fulfilling

Junior Executive / Executive – Call Centre

Roles and Responsibilities

- Answer inbound calls and provide accurate information to customers.
- Ensure to attend customer call backs /complaints/ negative feedbacks/ requests within the service standards.
- Collect new and update existing contact information in the system after validating with the customer.
- Forward customer requests to relevant departments if and when necessary and follow up until it is completed.

Candidates are required to have

- A sound educational background with good A/L results
- Minimum 2 years experience in call center, preferably in Insurance and Banking sector
- Excellent communication skills in both English and Sinhala Languages
- Ability to speak Tamil would be an added advantage
- Strong relationship management skills

If you are interested, send your CV to LKE_Vacancies@aia.com

