

# CALL CENTRE OPERATOR - OUTSOURCE

Sri Lanka Insurance Corporation General Limited is seeking dynamic and customer-focused Call Center Agents to join its Customer Care Team under the outsourced cadre. The selected candidates will be responsible for handling both inbound and outbound customer interactions while delivering high-quality service in accordance with company standards and service level agreements



## Duties & Responsibilities

- Handle inbound and outbound calls professionally and courteously
- Provide accurate information on insurance products, policies, claims, and services
- Register customer requests, complaints, and inquiries in the system accurately
- Follow up on customer issues to ensure timely resolution
- Adhere to approved scripts, SOPs, and service quality standards
- Meet individual and team KPIs including call handling time, service quality, and customer satisfaction
- Coordinate with internal departments to resolve customer issues effectively
- Maintain confidentiality and comply with company policies and regulatory requirements

## Qualifications & Pre-requisites

- Minimum A/L qualification required
- Previous experience in a call center or customer service role will be an advantage
- Fresh candidates with good communication skills are encouraged to apply
- Excellent communication skills in Sinhala and/or Tamil (English will be an added advantage)
- Good listening and problem-solving skills
- Basic computer literacy and ability to work with CRM systems
- Ability to work under pressure and manage multiple customer interactions
- Strong customer service mindset and positive attitude
- Willingness to work on shifts and during weekends

If you believe you possess the above qualifications & experience, send in your CV along with the names of two non-related referees within 07 days of this advertisement to the address given below, stating the post applied for on the top left corner of the envelope or e-mail it to [jobs@srilankainsurance.com](mailto:jobs@srilankainsurance.com) stating the post applied for on the subject line.

Send Your Resume To

[jobs@srilankainsurance.com](mailto:jobs@srilankainsurance.com)

**APPLY NOW**

