

LEAD . GROW . SUCCEED



Contact Centre Associate

Job Role:

- Handle customer inquiries, requests, and complaints efficiently while identifying customer needs.
- Provide professional solutions to resolve issues and maintain a record of each transaction for seamless customer service.
- Ensure a high standard of service as per company guidelines.
- Enhance customer retention and satisfaction through timely assistance.
- Follow up to ensure appropriate actions are taken for customer concerns until resolved.
- Collaborate with internal departments to address customer inquiries and ensure proper closure of issues.

Job Pre-Requisites:

- Completion of GCE A/L and partly or fully completion a degree or diploma in Customer Service or Business Management is optional.
- Minimum 1 year of experience in a similar role, preferably in customer service.
- Proficient in MS Office; strong communication skills in both English and Sinhala; knowledge of Tamil is a plus.
- A genuine passion for delivering exceptional customer service and solving problems.
- Willingness to work flexible hours and on a roster basis
- Experience in the life insurance sector is a plus, though not required.

APPLY VIA XPRESSJOBS



Best Life Bancassurance Provider Sri Lanka
(Global Banking & Finance Review)



Insurance Sector Winner
(NBEA)



Best Life Insurance Company 2025
(Global Brand Awards)



Excellence in Local Market Reach Runner-up
- National Level
(NBEA)



TOP 40 Great Place to Work 2024/2025
(GPTW)



Top 10 Most Outstanding Women Friendly Workplaces
(Satynmag AICPA & CIMA - WFWA)



Great Place to Work Certified
(July 2025 - Jul 2026)