

A career at AIA Insurance is not just a job, it's a journey.



Officer / Junior Executive - Call Centre AIA Sri Lanka

If you are a dynamic individual with experience and career aspirations to engage in customer service, this is a fabulous opportunity for you. The selected candidates will have to work in our Call Centre and will be responsible for providing differentiated superior service to AIA Customers.

Job Accountabilities

- Answer inbound calls and provide accurate information to customers
- Ensure to attend customer call backs /complaints/ negative feedbacks/ requests within the service standards
- Promoting standing orders for customers
- 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

Job Specifications

- 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

AIA is one of Asia's leading insurers with a history of over 100 year. Join this multinational giant for a life changing career while helping protect others.



Best Life Insurance Company in Sri Lanka, awarded by Global Banking and Finance Review for 2 consecutive years (2019, 2020).

