

## YOU CAN CHOOSE TO BE A PART OF A GREAT TEAM

### LOOKING FOR PEOPLE WITH PASSION

Softlogic Life won Asia's Innovation of the year Award at the prestigious Asia Insurance Awards Singapore 2015. It's also listed among the Top 25 Best Companies to Work for in Sri Lanka. With an employee base of 1,800 across 80 Branches Island wide, we are a part of one of Sri Lanka's most dynamic conglomerates the "Softlogic Group". We are also the fastest growing insurance company in the country, driven by a very flexible, caring and an open culture with innovation at its heart. The Softlogic Life team which is young and dynamic is our greatest asset.

If you are a self-driven, passionate individual with hunger for success, you are a perfect fit to our team.

#### SENIOR EXECUTIVE – MICRO CHANNEL

#### PREREQUISITES

- Daily, Weekly, Monthly reporting on Customer Care, Inbound and Outbound operations
- Coordinate customer satisfaction/experience journey surveys and maintain Dashboards for Management reporting
- Track key operational processes and identify optimization points
- Maintain and update employee performance tracking templates for continuous productivity improvements

#### JOB SCOPE

- Basic degree in Management / Business Finance /Economics
- CIMA part qualified will be added advantage
- Good command in spoken and written English
- Good Analytical & Presentation Skills

All applications will be treated with confidentiality. Please e-mail your CV to [careers@softlogiclife.lk](mailto:careers@softlogiclife.lk) with names and addresses of two non-related referees mentioning the position applied for in the subject line, within 10 days of this advertisement.

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Visit [www.softlogiclife.lk](http://www.softlogiclife.lk) or [www.facebook.com/SoftlogicLife](https://www.facebook.com/SoftlogicLife) to learn more about our values, our history and our brand.

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**LIFE**