



# BRING YOUR [AMBITION] TO LIFE

## 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 year 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](mailto:lke_vacancies@aia.com)*



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BETTER LIVES