

# Join us

As we embark on a journey to the top...

A fully-owned subsidiary of Richard Pieris & Company PLC, one of Sri Lanka's largest and most successful diversified blue-chip conglomerates with a history of almost 90 years, 50 subsidiary companies and 25,000 employees, Arpico Insurance PLC is a prominent and respected Life Insurance Company that stands among the top 10 Life Insurers of Sri Lanka.

Arpico Insurance PLC is a Company that is dedicated to build an open, inclusive workplace that offers continuous opportunities for professional & personal development and progression. In line with our growth strategies focused on enhancing our geographical footprint, product portfolio, service offering and customer experience, we are on the lookout for dynamic, motivated and talented individuals with a 'can do' attitude to join our team.



## EXECUTIVES - CALL CENTER & CONSERVATION

A fantastic opportunity awaits outgoing and dynamic individuals with experience in customer service to join our Call Center and Conservation Unit. They will be responsible for customer service and for maintaining Persistency and service levels beyond expectations.

### RESPONSIBILITIES:

- Enthusiastically attend to inbound and outbound calls.
- Provide feedback for customer inquiries and ensure that follow up actions take place.
- Attend to customer inquiries empathetically and help them resolve the same.
- Assist and continuously update customer information on the System.
- Achieve Persistency targets, Revival targets and Renewal collection targets.
- To elevate and maintain the Arpico Insurance brand image.

### THE IDEAL CANDIDATE SHOULD POSSESS

- Successful completion of the G.C.E A/L examination
- A minimum of 1 year experience working as a Call Center/Conservation officer
- Excellent communication skills (the ability to speak Tamil will be a definite advantage)
- Strong PR skills
- Ability to handle and work under pressure

### REMUNERATION

The successful candidates will be offered attractive remuneration packages with fringe benefits, in line with Industry standards and will be placed at an appropriate grade based on the level of competency and experience.

Please forward your updated resume within 07 days of this advertisement, along with the contact details of two non-related referees, via email to [careers@arpicoinsurance.com](mailto:careers@arpicoinsurance.com), indicating the position applied for on the subject line of the email.

General Manager - Corporate Affairs  
Arpico Insurance PLC  
55/20, Vauxhall Lane, Colombo 02.  
Tel: 0112 200 900  
[www.arpicoinsurance.com](http://www.arpicoinsurance.com)

Reg. No. PB4739PQ

Arpico Insurance PLC is an equal opportunity employer that is a Life Insurance Company regulated by the Insurance Regulatory Commission of Sri Lanka and all applications will be treated with the highest confidentiality.

A RICHARD PIERIS GROUP COMPANY

