

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.



MANAGER – CALL CENTRE & CONSERVATION

We are looking for an outstanding Call Center and Conservation Manager who can lead our representatives to better their performance while improving service quality. The successful candidate will assist in establishing Call Center and Conservation objectives, provide representatives with opportunities to expand their knowledge of products, services and troubleshooting techniques, analyze data and focus on improving performance and processes in an effort to better support customers. He/She should have exceptional communication, interpersonal and customer service skills, as well as comprehensive knowledge of company policies and offerings.

RESPONSIBILITIES:

- Hiring, training, coaching and leading Call Center and Conservation representatives, as they provide support for customers.
- Leading the conversion of lapsed policies into in force policies while increasing revival premiums, renewal premiums, persistency and standing order promotions.
- Assisting other Management team members in identifying trends and establishing Call Center goals.
- Preparing reports and analyzing Center data to improve processes, ensure resources are properly allocated while maximizing efficiency and customer satisfaction.
- Leading initiatives in improving customer contactability and coordinate with the Sales force to identify customer requirements.

THE IDEAL CANDIDATE SHOULD POSSESS

- A degree or a professional qualification from a recognized local/foreign university.
- More than 5 years experience in working within and managing both a call center and conservation team of a Life Insurance company.
- Experience in both call center and policy conservation
- Ability to multitask and remain calm under pressure, especially during peak hours or tense situations.
- Exceptional interpersonal, customer service, problem-solving, verbal and written communication and conflict resolution skills with strong coaching and leadership skills and the ability to motivate employees.
- Proficiency in the necessary technologies, including computer systems, software applications, phone systems, etc

REMUNERATION

The successful candidate will be offered an attractive remuneration package 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, indicating the position applied for on the subject line of the email.

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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

