We, MBSL Insurance Company Limited (MBSLI), are a subsidiary of the Merchant Bank of Sri Lanka and Finance PLC which is a subsidiary of Bank of Ceylon, the largest state Bank in Sri Lanka. MBSLI is powered by its parent company and is now geared to mark an unprecedented success in its journey of insurance. With a strong dedicated team of professionals, MBSLI assures all stakeholders an unparalleled reputation in reaching the highest expectations.

At present, the Company is in a rapid expansion process. To steer our expanding operation, we are in search of suitable candidates with proven track records for the following position. You are invited to witness the success story of MBSLI and drive the company to greater heights. If you feel that you are the ideal candidate, join hands with us!

Customer Service Officer - Call Centre

Responsibilities for this position will include, but are not limited to; Handle the call center switch board efficiently and demonstrate a polite, a flexible approach in handling inquires of the customers with empathy and provide a satisfactory level of service to our customers in a highly demanding environment.

Job Responsibilities:

- Answer incoming calls and respond to customer queries
- Identify and route customer queries to appropriate officers
- Follow up, manage and resolve customer complaints / queries where necessary
- Document all call information according to standard procedures

Qualifications & Experience:

- G.C.E. Ordinal Level and/or G. C. E. Advanced Level
- Minimum 1 year previous experience in the field of Customer Care / Call Center / Telemarketing, preferably in the Motor insurance or financial service industries would be a distinct advantage
- Well conversant in Telephone Etiquette
- Candidates without experience and are self-confident in performing the above up to a satisfactory level will also be considered

Special requirements:

- The ideal candidate should be willing to work on a roster.
- Ability to communicate clearly & professionally in either Sinhala & Tamil or Sinhala & English.
- · Ability to work in a computerized environment
- Attention to details and ability to work with strict dead lines.
- Very good interpersonal skills

An attractive remuneration package commensurate in par with qualifications/experience, a supportive organizational culture for development and other benefits are on offer for the selected candidate.

Forward your CV with a details of two
non-related referees to reach us within 07 days of this advertisement indicating the position
applied on the top left
corner of the envelop or in the subject of the e-mail.

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