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MAY 2020 – APR 2021
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We believe in developing careers through varied exposures. It is in our aim to provide growth opportunities for the right talent. In this quest you now have the opportunity to benefit from internal opportunities to grow and contribute.

Contact Centre Associate – Outbound Contact Centre

Job Role:

- Proactively conducting the outbound campaigns over the phone; this includes interacting with customers via outgoing calls and follow up on any inquiries till closure ensuring an excellent customer experience.
- Understand, analyze customer complaints, take proper actions and drive towards resolution within the stipulated service levels.
- Accurately track all the inquiries, requests and complaints received from the customers.
- Maintain the service standards of the inbound call centre and ensure high quality service to all the customers consistently.
- Cross sell and up sell products / services to the customers.
- Report the performance of the outbound call centre on weekly and monthly basis to the management.

Job Pre-Requisites:

- Passed G.C.E A/L.
- Experience in customer care management / marketing / insurance.
- Should possess an excellent command of Sinhala and English languages, both oral and written. Tamil language skills will be an added advantage.
- Should be familiar with MS Office package.
- Age should be below 35 years.
- Should be a person with high interpersonal and analytical skills, committed to work with minimum supervision.
- Positive attitudes.
- Should be a good team player.
- Ability to resolve problems by exercising good judgement and independent decision making while adhering to the ethical standards aligned with company policies and regulations.

If you believe you are the right person we are looking for, forward your complete resume together with contact numbers and the names of two non-related referees to reach us within 10 days of this advertisement by email to hr@hnbassurance.com.
(State the position applied on the subject line)

