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SRI LANKA
2022

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.

Call Centre Associate

Job Role:

- Handling of inbound and outbound calls and intimate claims of the HNBGI Contact Centre.
- Identify customer needs, clarify information, and provide the first contact resolution to the customers.
- Provide an exceptional customer experience by going the extra mile.

Job Pre-Requisites:

- Completion of G.C.E. A/L Examination
- Previous experience in the insurance industry or customer service would be an added advantage.
- Proficiency in English and Sinhala is a must.
- Willingness to work on a shift basis to support the 24/7 operations.
- Ability to communicate in Tamil would be an added advantage.

The selected candidates will be located in Colombo

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 shashika.jeewanthi@hnbgeneral.com.
(State the position applied on the subject line)

