

# SUPERVISOR - CONTACT CENTER

Sri Lanka Insurance General is backed by decades of industry expertise and the country's most experienced insurance sector technical knowledge base. Join a team of highly qualified and most experienced professionals in the country to experience unparalleled opportunities for career growth and personal development opportunities within a performance-driven culture.

## Duties & Responsibilities

- Manages and oversees a team of contact center agents to achieve defined service standards
- Motivates and supports contact center agents through feedback and communication while ensuring a friendly and motivating work environment
- Closely monitor adherence of the contact center agents, assess performance, and provide feedback to maximize performance
- Live monitor the call queue and take necessary actions to manage sudden call traffic and give support for contact center agents by barge in and interfering with live calls.
- Assist in hiring and onboarding new contact center agents and handle difficult customers when agents find difficulties in handling
- Responsible for managing resources within the shift time and coordinating with other departments to ensure all facilities are in place (Eg: systems, PC issues, ...etc.)
- Prepare staff rosters considering minimum staff requirements at every hour and identify retraining areas needed for the contact center team and coordinate with the training & coaching team
- Provide feedback to the management on recurring issues, trends, feedback from customers and prepare hourly/ daily / monthly reports on contact center performance and perform additional work assigned by the management from time to time in line with competencies to meet business requirements.

## Qualifications & Pre-requisites

- Diploma /Professional qualification in SLIM/ CIM/ Insurance / Service Management or Equivalent related to the functional area from recognized institute
- Minimum 5 years' experience in Customer handling (Preferably in Insurance Industry)
- Must be available for shifts basis including nights and weekends.
- Tech savvy with good knowledge in MS office and telephone equipment
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- Outstanding communication, interpersonal and leadership skills
- Proficient in English and proficient in Tamil will be an added advantage
- A customer-oriented and problem-solver mind set and ability to remain calm and respectful under pressure
- Age preferably below 35

If you believe you possess the above qualifications & experience, send in your CV along with the names of two non-related referees within 07 days of this advertisement to the address given below, stating the post applied for on the top left corner of the envelop or e-mail it to [jobs@srilankainsurance.com](mailto:jobs@srilankainsurance.com) stating the post applied for on the subject line.

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