

JOIN OUR TEAM



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.

Junior Call Center Associate

Job Role:

- Manage outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.
- Identify customers' needs, clarify information, research every issue, and provide solutions.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way
- Meet personal and team qualitative and quantitative targets.
- Problem-solving to find good solutions and answer customer needs.
- Basic troubleshooting, MS office knowledge is an added advantage.

Job Pre-Requisites:

- Bachelor's degree in medical science/insurance, full or partly qualification in ACII.
- G.C.E. advanced Level.
- Minimum one year experience in similar capacity.
- Knowledge and experience in insurance – new business life underwriting claims and servicing products will be added advantage.
- Sound knowledge in MS Office package.
- Exceptional communication in English, Sinhala and Tamil will be a plus.
- Ability to work independently and under minimum supervision.

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 careers@hnbassurance.com (State the position applied on the subject line)

