



We believe in developing careers through varied exposures. It is our aim to provide growth opportunities for the right talent. In this quest, you now have the opportunity to grow and contribute to an organization that is geared for success.

Junior Executive – Call Centre

Key Responsibilities :

- Meeting call center performance metrics and quality standards by maintaining the SLAs.
- Providing strong leadership to the inbound team, fostering a positive and result-driven culture.
- Supervising, managing, and achieving contact center KPIs and reporting.
- Managing the team through performance monitoring.
- Streamlining processes and workflows to optimize operational efficiency.
- Collaborating with other departments to resolve escalated issues and improve overall service delivery.
- Assisting agents on the floor while interacting with customers.
- Maintaining customer service and service excellence.
- Acting as the team leader.

Job Pre-Requisites:

- Completion of G.C.E. A/L.
- Completion of insurance-related qualifications will be an added advantage.
- Minimum 2-3 years' experience with adequate exposure in a similar capacity.
- Proficiency in English and Sinhala is a must.
- Willingness to work on a shift basis to support the 24/7 operations.
- The 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)

