

WE'RE HIRING

CALL CENTER AGENT

IF YOU ARE A CUSTOMER-CENTRIC, FRIENDLY, AND HAVE A PASSION FOR CUSTOMER RELATIONS, WE HAVE AN EXCITING OPPORTUNITY FOR YOU TO JOIN OUR DYNAMIC TEAM AS A CALL CENTER AGENT.

Responsibilities:-

- Handle inbound and outbound calls with professionalism and courtesy.
- Follow up on customer calls whenever necessary and respond to emails.
- Assist customers with inquiries, requests, and problem resolution.
- Maintain positive relationships with clients and coordinate with other department
- Ensure customer satisfaction through friendly and accurate service.

Qualifications:-

- Successfully completed G.C.E O/L and G.C.E A/L.
- Proficiency in Microsoft Office Suite.
- Experience in Call Center would be an added advantage.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal abilities.
- School leavers are also encouraged to apply.
- Proficiency in Tamil would be an added advantage.

Please email a complete resume with contact details of two non-related referees within 14 days of this advertisement to careers@sgic.lk or to the address given below.

Human Resource Department
Sanasa General Insurance Company Limited
No.172,
Elvitigala Mawatha,
Colombo 08.

