

Join the market leader

As our nation's most trusted, acclaimed and progressive life insurance company, at Ceylinco Life, we help millions of Sri Lankans de-risk their lives by providing need-based life insurance solutions to achieve their goals in life and become better leaders in their own right. As the market leader, we are exceptionally capable of crafting more leaders to take on life at work or home, whilst creating successful partnerships with all our stakeholders and recognizing and rewarding members of the Ceylinco Life family. We call this A Relationship for Life. It's the reason for our success - and yours. Our most important component is our team of professionals, each, dedicated to moving ahead, and providing the best of service. Currently vacancies have emerged in our **Customer Relations DIVISION** for the post of **ASSISTANT MANAGER - CUSTOMER RELATIONS**.

Assistant Manager - Customer Relations

The Person

A strategic thinker who is excellent in interpersonal and communication skills with a go-getter attitude. Willingness to go an extra mile to provide exceptional customer experience.

The Job

Devising strategies to enhance customer experience. Effective management of Contact Center operations, ensuring high level of quality and customer experience. Recruitment of necessary man power to ensure a smooth operation while maintaining a high level of staff retention ratio.

Qualifications

- ▶ Master in Business Management or a degree from a recognized university.
- ▶ Professional qualification in Marketing will be an added advantage.
- ▶ Having knowledge in Call Center software, CRM systems, Chatbots, AS400 operating systems.
- ▶ Minimum 03 years of experience in handling large teams, preferably in a Contact Center or Customer Service environment.

Rewards

An attractive remuneration package with a car loan facility awaits for the suitable candidate with right skills and attitude.

If you feel that you measure up to our requirements, please send your resume to the email address given below, with contact details of two non-related referees to reach us within 10 days of this advertisement. Please indicate the post applied for in the subject line of the e-mail.

AGM – Human Resources
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