

“The future is yours. Start today to make it exactly how you want it to be, with this ideal stepping-stone for a rewarding career in Insurance”

At Continental Insurance, we know that it takes more than mere ability, experience and qualifications to make a team great. That is why, in our quest to become the No. 1 Insurance provider in Sri Lanka, we only recruit personnel who can offer world-class levels of service excellence and unmatched professionalism. If you possess the star qualities we seek, this just might be your chance to join Continental Insurance, the dynamic new power in the insurance industry.

Customer Care Officer

The Job

- ▶▶ Act as the first point of contact to all customer and attend to all correspondence and phone calls and ensure 100% customer satisfaction.
- ▶▶ Coordinate with relevant departments and ensure that the customers' needs are attended in a timely manner.
- ▶▶ Attend to all walk-in customers and direct them to necessary departments/officials based on their requirements
- ▶▶ Attend to customer survey and assist the HOD with the related work.
- ▶▶ Provide required information and help to solve customer problems.

The Person

- ▶▶ Age between 19 to 28 years.
- ▶▶ Fluent in English.
- ▶▶ Higher educational qualifications will be an added advantage.
- ▶▶ Candidate must be smart, dynamic, able to work under pressure, attentive and willing to serve customers in a professional manner.
- ▶▶ Basic computer literacy is a must.
- ▶▶ School leavers are also encouraged.

Working Location

- ▶▶ Head Office at Colombo 07
- ▶▶ Central Processing Centre at Kohuwala.

Continental Insurance is an equal opportunity employer and invites applications from all suitably qualified individuals to join our team. An attractive remuneration package, on par with qualifications and experience, will be offered to the selected candidate.

Please send your CVs, with the names and contact details of two non related referees, to the given address / e-mail within 5 working days of this advertisement. Please state the position applied for on the top left corner of the envelope or as the subject of the e-mail. Please note that only short listed candidates will be called for interviews.

Head of Human Resources
Continental Insurance Lanka Limited,
96/A, Dutugemunu Street. Kohuwela,
Sri Lanka
E-mail: hr@cilanka.com www.cilanka.com

Service, redefined.  **Continental**
INSURANCE
Careers
Fitch Rating **A** (lka)
Backed by the AAA Fitch rated Melstacorp PLC