

MEET & GREET OFFICER (SLICLL)

As Sri Lanka's national insurance services provider and the country's largest and Strongest insurance provider, Sri Lanka Insurance Life is backed by decades of industry expertise and the most experienced insurance sector technical knowledge base in the country.

Join the team of highly qualified and most experienced insurance professionals in the country to experience unparalleled opportunities for career growth and personal development opportunities within a performance driven culture.

Key responsibilities ;

- **Customer Welcome and Management:** Extend a warm and professional welcome to customers, sales representatives, and visitors, ensuring a positive initial interaction. Also effectively manage any concerns or issues from customers, ensuring swift resolution and maintaining a positive atmosphere.
- **Information Provision and Inquiry Handling:** Respond promptly to inquiries and provide accurate information regarding the location, schedules, and general services.
- **Queue Management:** Maintain efficient service delivery to promptly attend to all customers, minimizing wait times and queues.
- **Customer Feedback Collection:** Proactively gather feedback from customers and encourage participation in our feedback system to enhance service quality continually.
- **Brand Ambassadorship:** Represent the organization as a brand ambassador, embodying our values and fostering a positive environment that reflects our brand image.
- **Emergency Response and Security:** Familiarize yourself with emergency procedures and protocols, assisting in emergency situations to ensure the safety and well-being of all individuals.
- **Additional Duties:** Undertake any additional tasks delegated by management as required, leveraging your competencies to meet evolving business needs effectively.

Qualifications/Pte-requisites/Requirements for the position;

- Degree in Business Management from a UGC approved university or Full or part qualification in Insurance/ SLIM/ CIM / Diploma or Postgraduate diploma in a managerial discipline
- Preferably a female
- 1-2 Years' experience in similar capacity
- Excellent communication skills in Sinhala or Tamil and English /Pleasing & outgoing personality
- Presentable & positive attitude /Pleasing personality/In the mind set to help customers/Good PR and interpersonal skills/Winning mind set .
- Age preferably below 35

If you believe you possess the above qualifications & experience, send in your CV along with the names of two non – related referees within 07 days of this advertisement to the address given below, stating the post applied for on the top left corner of the envelop or e-mail it to jobs@sri.lanka.insurance.com stating the post applied for on the subject line.

Deputy General Manager – HR & ADMINISTRATION
Sri Lanka Insurance Corporation Life Limited, No 21, Vauxhall Street, Colombo 02.
Company Registration Number: PB 286362

