



JOIN

THE MARKET LEADER IN LIFE INSURANCE



ASSISTANT MANAGER - CUSTOMER RELATIONS

For more than 36 years, we've helped millions of Sri Lankans lead more fulfilling lives. By taking care of their risks, we've given them the strength to dream big, and the peace of mind to follow those dreams. As we look ahead to the next 36 years, we're seeking the right individuals to lead us into a better, brighter future for us all.

The Job

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

The Ideal Candidate

- Master in Business Management or a degree from a recognised university
- Professional qualification in Marketing will be an added advantage
- Having knowledge in Call Centre software, CRM systems and Chatbots

- Minimum 03 years of experience in handling large teams, preferably in a Contact Centre or Customer Service environment.

The Rewards

An attractive remuneration package awaits the right candidate.

The Application

If you feel like you're the right person for this role, please forward your updated CV to jobs@ceylife.lk. Please mention 'Assistant Manager - Customer Relations' in the subject line of the email.



Issued by Ceylinco Life Insurance Limited (PBS183)

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