

CUSTOMER CARE OFFICER

Sri Lanka Insurance General is backed by decades of industry expertise and the country's most experienced insurance sector technical knowledge base. Join a team of highly qualified and most experienced professionals in the country to experience unparalleled opportunities for career growth and personal development opportunities within a performance-driven culture.



Duties & Responsibilities

Customer Service

- Provide accurate and timely information to customers regarding motor and non-motor claim status, documentation, and procedural requirements.
- Assist customers in resolving issues relating to vehicle damages, repairs, claim procedures, and general service inquiries.
- Maintain service quality standards to uphold the goodwill and professional image of the Company.

Motor Claims & Underwriting Support

- Collect, verify, and record motor claim intimations and related documents.
- Enter claim/intimation documents into the system accurately and return documents to customers.
- Conduct preliminary vehicle inspections during the underwriting stage as required, ensuring proper documentation, photographs, and assessment notes are recorded.
- Coordinate with assessors, garages, branch offices, and internal departments to support the claims workflow.
- Provide operational support for motor underwriting counter.

Operational & Administrative Duties

- Assist in cover-up duties when necessary.
- Support internal process improvements related to customer care, underwriting, and claims.
- Perform any additional duties assigned by the Manager or Management in line with business needs.

Qualifications & Pre-requisites

- A Diploma from UGC approved university
- Passed G.C.E. A/L with 03 main subjects in one sitting and passed G.C.E. O/L with credit pass for Mathematics, English & Sinhala/Tamil (within two sittings).
- 1-2 years' experience in customer service within the insurance industry OR experience in motor claims, underwriting, motor assessment, or related operational functions.
- Sound understanding of motor claim processes, workflow, and documentation. † Strong customer handling and communication skills.
- Good knowledge of motor insurance processes (claims & underwriting).
- Ability to carry out basic vehicle inspections with attention to detail.
- Ability to work efficiently under pressure and handle multiple tasks.
- Computer literacy and competency in insurance-related systems.
- Professional, courteous, and service-oriented behavior.

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 envelope or e-mail it to jobs@srilankainsurance.com stating the post applied for on the subject line.

HR Department
Sri Lanka Insurance Corporation General Ltd.,
No 21, Vauxhall Street, Colombo 02.
Company Registration No: PB 5208

Send Your Resume To

jobs@srilankainsurance.com

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