

[← Back to search results](#)

Search by Keyword

Search by Location

[Search Jobs](#)[Clear](#)Select how often (in days) to receive an alert: [Create Alert](#)[Apply now »](#)

## Officer - Provincial Operations

### Officer - Provincial Operations (Province 2 - Wellawaya)

Union Assurance is a leading corporate and one of the fastest growing entities in the Life Insurance industry backed by the strength and stability of John Keells Holdings PLC, one of Sri Lanka's largest conglomerates.

#### The Job Role:

To provide administrative support to Provincial Head and assist in documentation, reporting and maintaining correspondence also other related ad hoc work to enable achievement of business goals.

#### Principle Accountabilities

- Prepare and maintain files, reports, letters, mailbox, and other relevant business documentation
- Manage the calendar, schedule meetings and document the minutes of the meeting
- Maintain an accurate tracking system for prompt handling of issues concerned.
- Follow up with internal stakeholders on pending task related to the Channel.
- Support the Channel level audits by providing the required information to the relevant teams. This includes collating information region wise, following up on observations, sharing the report with the Compliance Team with the management approval/ comments to be discussed during the "audit exit committee meeting"
- Reconcile pending tasks during the month end including the pending documents and dashboards on medical and non-medical claims as well as any pushbacks from the underwriting team due to pending documents, ensure that this information is updated on a daily basis by the branch staff to make sure that the information is available for the weekly review meetings.
- Liaison with other departments to facilitate activities whenever needed -follow up on recruitments of the permanent cadre, coordinate the recruitment, setting up interviews of the agency cadre, raising SRF)
- Provide ad hoc administrative support to the team whenever required
- Support team in achieving the GWP, FYP new, ANBP, GWP and Persistency targets
- Providing revivals support to agents, providing information, collecting health declarations, and relevant documents, convince the customer for revival.
- Follow up and support on Agents related benefit- coordinate all benefits including medical, resolve system issues faced by the agents while submitting the claims, follow up on any issues with Life Operations (group life department) as well as the SFA. Inform Agent deaths to SFA, to ensure that the initial death benefit is granted to the Agent's family
- Perform an acting role for the SSO, in absence of the person.
- Substitute for the cashiering function in the non-cashiering branch (in absence of an SSO).
- Maintain healthy customer relations, especially with VIPs in the zones to achieve the desired sales target.

#### Qualifications and Experience

- 2 years' experience in an administrative level work environment is preferable.
- Undergoing a degree / professional qualification from a reputed university/ institute
- Sound knowledge in administrative workings and basic understanding of insurance industry.
- Proficiency in MS Office suite.
- Highly ambitious, dynamic, self-motivated and enthusiastic personality
- Ability to work under minimum supervision, multi-task and work under pressure

The selected candidate for the above position will be entitled to an attractive remuneration package. Applicants who are interested are encouraged to apply on or before 24th August 2025.

Union Assurance PLC

14 Aug 2025



\*By applying, you consent to process your personal information for recruitment purposes and acknowledge that reference checks may be conducted.

[Apply now »](#)