



ABOUT US

Daraz is an e-commerce platform owned by the Alibaba Group. With our world-class technology, we try to get local and international businesses online to sell their goods on Daraz and redefine the Sri Lankan retail landscape. We want to offer our buyers with a vast selection, best prices and reliable delivery while providing our sellers with access to grow their business.

We take Customer Service Seriously. It's not something we just do - It's part of who we are! Our team dedicated to going above and beyond for our customers and Delivering Happiness to our customers every day.

In our journey to build a Customer-Centric Team, we seek a new addition to our 'Happiness Hero Team' for the post of:

Team Lead Issue Resolution – Customer Service

You are ideal for this role if - You love connecting with other people, flexible, can easily put yourself in their shoes, got great communication skills, love solving problems, persistent and pay attention to the little details.

JOB ROLE

- Live the Daraz Values - Customer Commitment, Ownership, Teamwork, Embrace Change, Integrity
- Encourage and maintain the open communication culture.
- Assist team members to remove any blockers in resolving issues and coordinating with internal and external stakeholders. Escalating unresolved blockers to management.
- Set clear team goals and provide support to achieve the assigned KPIs and monitor team performance and report on metrics to management
- Represent Daraz during complain resolution process as instructed by line manager. E.g. Consumer affairs, police, mediation boards, etc.
- Provide feedback to management regarding opportunities to continuously improve our business by reporting on customer issue trends and red-flags.
- Escalate all unresolved issues/complaints breaching/potentially breaching timelines to line manager in a timely manner.
- Ad-hoc tasks - Attend to ad-hoc tasks & prepare reports as instructed by line manager.
- Oversee day-to-day operation and motivate team members
- Listen to team members' feedback and resolve any issues or conflicts
- Encourage creativity, initiatives and question the status quo

JOB REQUIREMENTS

- Minimum 2 years' experience in Customer Service or related industry
- Advanced Diploma/Equivalent qualification in Business or a related field will be an added advantage
- Strong knowledge of Contact Center KPIs and how to manage them
- Strong Leadership Skills, Attention to detail, Sensitivity to customer issues, proactive identification and resolution of issues.
- Effective written and oral communication skills in English and Sinhalese. Fluency in Tamil would be an asset.
- Willing to work on a Roster basis with 2 off days per week in a 24 x 7 environment (For female candidates, working window is limited to 6AM - 9PM)

If you feel ready to take up the challenge, please forward your resume along with a recent photograph and details of two non-related referees to careers.customerservice@daraz.lk with the post applied for mentioned in the subject line.

Daraz is an Equal Opportunity Employer.