



Sampath Bank

WE PRESENT YOUR FUTURE

JUNIOR CUSTOMER CARE EXECUTIVES (FIXED TERM CONTRACT)

**Customer Care Centre
(Pepiliyana and Colombo)**

The Person

Dynamic, self-motivated, outstanding, young achievers, who are eager to provide an exceptional customer service in a challenging and rewarding environment.

Requirements:

- A Minimum of Three (03) months experience at a Call Centre / Contact Centre or in a similar business environment
- Age preferably below 25 years
- Passed G.C.E O / L, including Mathematics and English
- Passed G.C.E A / L
- A certification related to IT will be an added advantage

Key Responsibilities:

- Attend to Inbound / Outbound calls efficiently and respond to emails
- Manage and resolve customer complaints / inquiries effectively
- Provide customers with product and service related information / solutions

Competencies Required:

- Excellent verbal and written communication in Sinhala and English (Preferably with Tamil)
- Ability to deliver a superior service in the absence of physical presence of customers
- Active listening skills and ability to understand customer needs
- Problem solving and negotiation skills
- Ability to work under pressure and on 24/7 shift basis
- Flair for interpersonal relations
- Basic IT skills

An attractive remuneration package coupled with a modern and conducive work environment await the right candidates.

Please apply online stating qualifications and experience on or before **18th June 2021**.

Selection will be strictly on merit. Any form of canvassing will be a definite disqualification. Only shortlisted candidates will be contacted

[CLICK HERE TO APPLY](#)



CHIEF MANAGER - HUMAN RESOURCES

Sampath Bank PLC,
No. 110, Sir James Peiris Mawatha,
Colombo 02.