

ABOUT US



Daraz is South Asia's leading online shopping and selling platform present in Sri Lanka, Bangladesh, Pakistan, Myanmar & Nepal. We currently operate an ecosystem of over 115,000 sellers, serving 5 million plus consumers with more than 20 million listed products. In 2018 Daraz was acquired by Alibaba Group & we are proud to carry our part of the mission to 'make it easy to do business anywhere'. We are leveraging Alibaba's global leadership in technology, online commerce, mobile payment & logistics to drive growth in our markets. Together with Alibaba, we are ready to empower entrepreneurs in the region & fulfil our promise to offer our customers the best selection of trusted products with a high level of convenience. Our Organization is characterized by smart talent with lots of energy & innovation. We have a culture which is extremely performance oriented & data driven & believe in letting the best people & ideas grow.

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 / Assistant Team Lead – Happiness Hero Operations

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 – Embrace Change, Teamwork, Customer Commitment, Integrity and Ownership.
- Encourage and maintain the open communication culture.
- Set clear team goals and provide support to achieve the assigned KPIs
- Oversee day-to-day operation
- Monitor team performance and report on metrics
- Motivate team members
- Identify training needs and provide coaching
- Listen to team members' feedback and resolve any issues or conflicts
- Encourage creativity, initiatives and question the status quo
- Suggest and organize team building activities

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)

OTHER INFO

- If selected, you will work from our brand-new office in Colombo 3.
- Due to the current pandemic situation in the country, preference is given to candidates who have a suitable environment to work from home when required. Internet facilities will be provided by Daraz and strong 4G broadband reception is required.
- Selected candidate will directly report to Head of Customer Service Operations.



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

Daraz is an Equal Opportunity Employer.