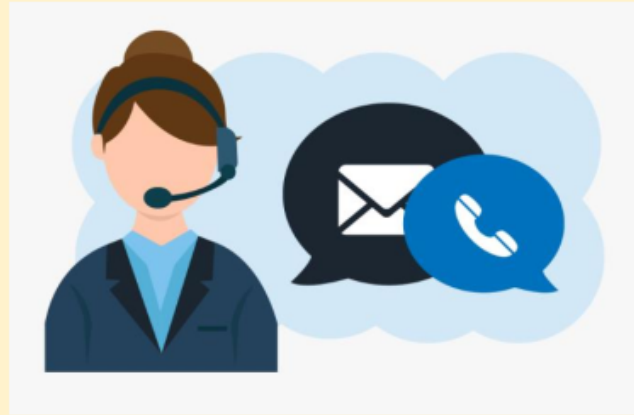


CALL CENTER ASSOCIATE

Arithmos (Pvt) Ltd is looking for individuals who are highly motivated and talented with the ability to quickly learn. In this role you will help resolve problems of various business and residential customers in the USA.



RESPONSIBILITIES

- Communicate with customer through phone, email and chat
- Maintain an empathetic and positive attitude toward customers
- Respond promptly and professionally to customer inquiries
- Acknowledge and respond to customer complaints
- Possess thorough knowledge of services offered, so customer questions can be answered
- Document requests, forms and applications
- Document customer interactions, transactions, comments and complaints
- Communicate and coordinate with management and colleagues as necessary
- Provide feedback on the efficiency of the customer service process to management
- Ensure customer satisfaction

QUALIFICATION AND EXPERIENCE

- Excellent command in English (both written and spoken)
- Comfortable handling international customers
- Be patient and able to stay calm when customer is stressed or upset
- Basic computer literacy: email, Internet, MS-Office
- Ordinary Level (O/L), Advanced Level (A/L) or higher education
- At least one-year experience working in customer support

Working Hours: Spring/Summer/Fall - 5:30PM to 2:30AM
 Winter - 6:30PM to 3:30AM

Benefits: Dinner and Transport (Nightshift)

Work location: Rajagiriya

Candidate should have a strong work ethics, must be self-motivated and exhibit growth potential. An attractive remuneration package and excellent opportunities for career development is available to the right candidate. Please email your resume, with contact details of two non-related referees to jobs@arithmos.lk.