

David Pieris City Developments (Private) Limited

David Pieris City Developments (Private) Limited, a member of David Pieris Group, is the managing company of the karting track operating at Port City Colombo and a sister company of David Pieris Racing and Leisure (Private) Limited which operates Sri Lanka's first internationally certified karting track and leisure complex based in Bandaragama.



CALL CENTRE OFFICER

RESPONSIBILITIES

- Answer incoming calls, respond to customer inquiries, provide product and service information to customers and assist in placing web bookings.
- Approach guests and associates in a friendly, helpful and service-oriented manner on-the-phone and in-person at all times.
- Route calls to relevant internal officers. Maintain call logs / reports according to Standard Operating Procedures.
- Recognize, document and update the management of trends identified through customer calls.
- Upsell products and services by providing relevant information to customers.
- Attend to customer concerns, follow up with relevant internal departments and provide feedback to customers coupled with other administrative tasks related to the department.

REQUIREMENTS

- Hands-on experience in similar role/s, preferably in the hospitality / leisure sector.
- A Diploma / Certificate Level qualification in Customer Relationship Management from a recognized institution.
- Excellent communication skills in English and Sinhala or Tamil with exceptional interpersonal skills.
- Ability to resolve problems and gain guest loyalty by exercising good judgment and independent decision making while adhering to ethical standards aligned to company policies and regulations.
- Willingness to travel to the Water Park in Bandaragama as and when required from the work location in Battaramulla.

Apply by email or post, within seven (07) days of this advertisement, providing contact details of two non-related referees and indicating the position applied for in the subject line or top left corner of the envelope.