

# BE A PART OF AN EXTRAORDINARY TEAM

Sri Lanka's National Mobile Service Provider, Mobitel strives to provide innovative telecom solutions to the nation whilst transforming the local telecommunications sector to be on par with global standards.

As a part of our workplace culture, we strive to maintain a dynamic and rewarding environment where our young and energetic workforce is provided with equal opportunities, training and guidance to reach greater heights. This is your opportunity to be a part of this stellar workforce.



## Executive – Customer Experience (Anuradhapura)

### JOB ROLE:

- Maintain and deliver high standard of service levels in customer engagement.
- Focus on customer retention, develop customer potential and loyalty to increase cross selling and upselling through products and services.
- Understand the customer requirements and serve their needs promptly to build customer loyalty.
- Handle customer service center operations including inventory, bill collections, promotions, customer engagement & achieving set standards on process audits.
- Assist company's authorized dealers, alternative partners and other stakeholders in business activities.

### QUALIFICATIONS & EXPERIENCE:

- Candidate should have passed the G.C.E. O/L and A/L examinations.
- Minimum 02 years' experience in Customer Care in a Telecom/ Banking industry.
- Excellent communication Skills in English/ Sinhala and Tamil being an added advantage.
- Must be competent in Microsoft Office Packages.
- Be able to work in a team environment as well as with all levels of staff in the organization.
- Excellent presentation and negotiation skills.
- Sound technical knowledge in handling mobile phones and data devices.
- Ability to solve problems, as well as to listen, understand the needs/ concern of customers.

Interested, e-mail your resume to [career@mobitel.lk](mailto:career@mobitel.lk) on or before 20<sup>th</sup> December 2022