



# RECOVERY CALL AGENTS

**FIXED TERM CONTRACT**

PEPILYANA AND COLOMBO CENTRES

## The Person

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

## Requirements:

- Age - preferably below 25 years
- Passed G.C.E O/L Exam with Mathematics and English
- Passed G.C.E A/L Exam
- Previous work experience as a Call Agent will be an added advantage

## Key Responsibilities:

- Attend to daily outbound call targets and follow up on them until completion
- Obtain/handle customer inquiries
- Provide an excellent caller experience to the customer

## Competencies Required:

- Excellent verbal and written communication in Sinhala and English (Preferably Tamil as well)
- Ability to deliver a superior service in the absence of the physical presence of customers
- Active listening skills and the ability to understand customers in a virtual environment
- Problem solving and negotiation skills
- Ability to work under pressure as well as on shift basis / weekends / holidays, in a Call Centre environment
- Flair for interpersonal relations
- Basic IT skills

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

Please apply online stating qualifications and experience on or before 29<sup>th</sup> March 2022.

**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**



## GROUP CHIEF HUMAN RESOURCE OFFICER

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**Sampath Bank**

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