



**Sampath Bank**

WE PRESENT YOUR FUTURE

## **JUNIOR CUSTOMER CARE EXECUTIVES (FIXED TERM CONTRACT)**

**Customer Care Centre  
(Pepiliyana and Colombo)**

### **The Person**

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

### **Requirements:**

- A Minimum of Three (03) months experience at a Call Centre / Contact Centre or in a similar business environment
- Age preferably below 25 years
- Passed G.C.E O / L, including Mathematics and English
- Passed G.C.E A / L
- A certification related to IT will be an added advantage

### **Key Responsibilities:**

- Attend to Inbound / Outbound calls efficiently and respond to emails
- Manage and resolve customer complaints / inquiries effectively
- Provide customers with product and service related information / solutions

### **Competencies Required:**

- Excellent verbal and written communication in Sinhala and English (Preferably with Tamil)
- Ability to deliver a superior service in the absence of physical presence of customers
- Active listening skills and ability to understand customer needs
- Problem solving and negotiation skills
- Ability to work under pressure and on 24/7 shift basis
- Flair for interpersonal relations
- Basic IT skills

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

Please apply online stating qualifications and experience. **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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