



Sri Lanka's Best Brand Wants You!

Customer Support Officer Contact Center

Singer (Sri Lanka) PLC operates with the vision to be the market leader in elevating and enriching lives in Sri Lanka.

The position holder will be responsible for ensuring that customer inquiries received via direct and indirect channels and handled end to end to achieve high customer satisfaction levels.

If you match our profile, email your updated CV with contact details of two non-related referees, to careers@singersl.com to reach us within 7 days from the date of this advertisement.

Please click [here](#) to complete the new Online Application.

Job Profile

- Timely escalation of customer complaints and inquiries to respective division/ personnel
- Follow the telephone etiquettes and guidelines given by the business when handling customer inquiries at all time
- Maintain a high knowledge of the product and services offered by the business
- Ensure customer inquiries are handled effectively and efficiently
- Achieve and maintain, individual call KPI scores assigned by the business daily
- Identify potential sales opportunities and escalate to respective sales points
- Handling customer communication via company social media platform

Personal Profile

- Good results at G.C.E. (Advanced level & Ordinary level) Examinations
- Able to converse fluently in Sinhala, English & Tamil languages
- Minimum 1 year of experiences in call center with handling In-bound and Out-bound customer inquiries
- Sound knowledge of call center system and computer application packages
- Negotiation skills, adaptability and stress tolerance are essential
- Age between 18-26 years
- School leaves are also encouraged to apply

SINGER®



No-112, Havelock Road, Colombo 05.



careers@singersl.com

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SRI LANKA
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