



Daraz is South Asia's leading online shopping and selling platform present in Sri Lanka, Bangladesh, Pakistan, Myanmar & Nepal. We currently operate an ecosystem of over 115,000 sellers, serving 5 million plus consumers with more than 20 million listed products. In 2018, Daraz was acquired by Alibaba Group & we are proud to carry our part of the mission to 'make it easy to do business anywhere'. We are leveraging Alibaba's global leadership in technology, online commerce, mobile payment & logistics to drive growth in our markets. Together with Alibaba, we are ready to empower entrepreneurs in the region & fulfil our promise to offer our customers the best selection of trusted products with a high level of convenience. Our Organization is characterized by smart talent with lots of energy & innovation. We have a culture which is extremely performance oriented, data driven & believe in letting the best people & ideas grow. For further growth, we seek new team members for the post of:

Supervisor/Executive - Issue Resolution - Operations

JOB ROLE

- Proactively identify and resolve issues along with maintaining sensitivity to customer issues
- Ensure all complaints are acknowledged in a timely manner and customers are kept informed of progress throughout the complaint process.
- Coordinate with internal and external stakeholders to investigate, resolve and report on all customer-related complaints within assigned timelines.
- Identify and report on customer issue trends.
- Report on customer issues breaching/potentially breaching timelines.
- Escalate all unresolved issues/complaints to the line manager in a timely manner.
- Collaborate and assess in serving other logistics operations as requested by the higher management

JOB REQUIREMENTS

- Successfully completed a Diploma or equivalent in business management or a related discipline.
- Broad knowledge in Logistic Operations, E-commerce and Customer Service is preferred.
- Excellent negotiation and customer service skills
- Excellent knowledge of Microsoft Office (Excel and Word)
- Effective written and oral communication skills in English and Sinhalese. Fluency in Tamil would be an asset.
- Maximum 1 year of team lead/ supervision experience.
- Ability to work in a pressurized environment
- Ability to work independently under minimal supervision
- Ability to meet tight deadlines
- Live the Daraz values: Continuously Innovate, Generosity of Spirit, Deliver on our Promise & Make it Personal.
- Covid-19 Fully Vaccinated.

If you feel ready to take up the challenge, please forward your resume along with the details of two non-related referees to careers.logistics@daraz.lk with the post applied for mentioned in the subject line.

Daraz is an Equal Opportunity Employer.