



- **Junior Customer Care Executive (JCCE)**

Less than two (02) years of experience at a Call Centre / Contact Centre or a similar business environment

- **Senior Customer Care Executive (SCCE)**

Minimum, two (02) years of experience at a Call Centre / Contact Centre

Requirements

- Age preferably below 25 years for JCCE and below 27 years for SCCE
- Passed GCE O/L, including Mathematics and English
- Passed GCE A/L
- A certification related to IT will be an added advantage for both positions

Key Responsibilities

- Attend to inbound / outbound calls efficiently and respond to e-mails
- Manage and resolve customer complaints / inquiries effectively
- Provide customers with product and service-related information / solutions

Other Competencies Required

- Excellent verbal and written communication in Sinhala and English (Tamil would be an added advantage)
- Ability to deliver a superior service in the absence of the physical presence of customers
- Active listening skills and the ability to understand customer needs and respond accordingly
- Problem-solving and negotiation skills
- Ability to work under pressure on a 24/7 shift basis
- Fairness in interpersonal relations
- Basic IT skills

Customer Care Executives

(Fixed Term Contract)

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

Apply online, stating qualifications and experience.

Selection will be strictly on merit. Any form of canvassing will be a definite disqualification. Only short-listed candidates will be contacted.

Chief Human Resource Officer
Sampath Bank PLC
No.110, Sir James Peiris Mw.,
Colombo 02.

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