



**LANLO**  
SINCE 1963

## CALL CENTER / SALES COORDINATOR

HEAD OFFICE SALES DEPARTMENT

► Job type - Full-time

**LANKALOHA Hardware Limited – LANLO** is a dynamic Sri Lankan manufacturing organization operating in the agriculture, HORECA and gardening industries while catering to consumers and markets both local and overseas.

LANLO continues to grow as an organization with the team. This is an exciting time to be part of the LANLO working family.

**Join a market-leading  
business.**

You will be an expert for all things LANLO and the go-to person to help our customers with their queries. Fully knowledgeable and understanding of the product, latest events, experiences and services. Understanding of our brand's story and heritage, it is your job, to grow our customer base and business, and in doing so to deliver premium customer service that only LANLO can offer, whilst maintaining the highest level of retail and professional standards.

### As a Call Center / Sales coordinator you will:

- Handle customer calls relating to product and service enquiries in an elevated manner.
- Demonstrate an authentic and passionate understanding of our brands, the product and the competition.
- Deliver exceptional service to our customers by sharing product knowledge, creating a memorable experience for our customers.
- Resolve customer queries with professionalism and a desire to exceed expectations at every opportunity; going above and beyond to inspire and delight.
- Meets and greets customers if required and provides outstanding customer service to all guests, clients, and visitors.
- Facilitates correspondence with customers: via email, WhatsApp, phone, and in person.
- Receiving sales orders, preparing sales quotations/ invoices & coordinating with sales and logistics teams until goods delivered.

### The Ideal Candidate

- Have a reliable and professional "can do" attitude
- True passion to satisfy the needs of others in a fast-paced environment.
- Interact with all customers effectively with tact, diplomacy, and discretion.
- Strong follow through skills.
- Experience of using various systems would be beneficial, for example: Salesforce, Call Handling, & Software. (training provided)

### Essential Attributes:

- Having minimum 2+ years of corporate experience in the sales coordinating field in a highly technical working space.
- Experience with ERP systems.
- Excellent knowledge in MS office packages (PowerPoint, Excel and Word) and email.
- Excellent reporting and presentation skills.
- Familiar with basic accounting principles.
- Good communication skills in English & Sinhala is a must, both written and verbal. Skills in all 3 languages will be an added advantage.
- Passed GCE Advanced Level with Credit Passes for Mathematics & English with a degree/ finalist/ partly qualified in sales and marketing or equivalent qualifications.

## Do you also want to contribute to our vision?

Grow with us and benefit from working with a company that has kept its familiar atmosphere.

Open and highly collaborative culture: Mutual support within teams and working as equals, team spirit island-wide.

### A competitive remuneration package in-line with company standards awaits the right candidate!

We invite you to email your resume to [jobs@lanlo.lk](mailto:jobs@lanlo.lk) or by post, with names of two non-related referees, enclosing a recent passport size photograph and stating the position applied for, on the top left-hand corner of the envelope to;

Human Resource Department.  
LANKALOHA Hardware Limited,  
LANLO House, 196, Lanlo Road,  
Yakkala. Sri Lanka. 11870.

**FORMER CEYLON STATE HARDWARE CORPORATION**