



JINASENA (PVT) LIMITED
Many Possibilities. One Trusted Name

OPPORTUNITY FOR A

CUSTOMER CARE COORDINATOR



With over 117 years experience in the Sri Lankan Market, Jinasena (Pvt) Ltd. is one of the leading engineering companies in the country. It is also a well established company in Manufacturing of Water pumps, Agricultural machinery, Water purifiers, Electric and sprinkler irrigation systems, Sustainable Energy and Waste Management solutions which provide overall solutions to the people of Sri Lanka.

We are looking for a suitable qualified person to join the company as a **CUSTOMER CARE COORDINATOR** for the following role and responsibilities.

ROLES AND RESPONSIBILITIES:

- Answering and managing the Repair & Service hotline calls & directing calls to appropriate section/person when necessary
- Handling customer related inquires and complaints in a timely manner
- Helping and guiding customers with their service and repair requirement
- Establishing a positive relationship with customers
- Following up with repair and service jobs until the job is completed
- Maintaining the full Repair & Service hotline call detail report for the management review every month

QUALIFICATIONS & EXPERIENCE:

- At least 2 years' experience in a similar field
- Fluency in Sinhala and English is a must (Tamil will be an added advantage)
- Age below 30years is preferred

Attractive remuneration package commensurate with the position in offer.

If your profile is on par with above mentioned qualifications, please forward a comprehensive Curriculum Vitae with names of two non-related referees to reach us within seven days to customercare@jinasena.com.lk

"Jinasena (Pvt) Ltd is an Equal Opportunity Employer (EOE) that values and respects the importance of a diverse and inclusive workforce"

No: 186, Elvitigala Mawatha, Colombo 08. P.O BOX 196, Sri Lanka.

www.jinasena.com