



JUNIOR CUSTOMER CARE EXECUTIVES (FIXED TERM CONTRACT)

Customer Care Centre

The Person

Dynamic, self-motivated outstanding young achievers, who are eager to provide an exceptional customer service in a challenging and rewarding environment.

Requirements:

- A Minimum of Three (03) months experience at a Call Centre / Contact Centre or in a similar business environment
- Age preferably below 25 years
- Passed G.C.E O/L including Mathematics and English
- Passed G.C.E A/L
- A certification related to IT will be an added advantage

Key responsibilities:

- Attending to Inbound / Outbound calls effectively and responding to emails
- Manage and resolve customer complaints / inquiries
- Provide customers with product and service related information / solutions

Other competencies required:

- Excellent verbal and written communication in Sinhala and English (Preferably with Tamil)
- Ability to deliver a superior service in the absence of physical presence of customers
- Active listening skills and ability to understand customers
- Problem solving and negotiation skills
- Ability to work under pressure and on shift basis
- Flair for interpersonal relations
- Basic IT skills

An attractive remuneration package coupled with a modern and conducive work environment await the right candidates.

Walk-in Interviews will be held on 16th January 2019 at Postgraduate Institute of Management, No.28, Lesley Ranagala Mawatha, Colombo 08 from 9.00 am to 3.00 pm.

You are expected to produce the following documents at the Interview;

- o National Identity Card
- o Original O/L certificate
- o Original A/L certificate
- o Duly completed Curriculum Vitae

Dress code: Office attire

***Please note that only the candidates will be permitted to enter the PIM premises. There are no waiting areas for individuals accompanying the candidates.**

AGM - Human Resources

Sampath Bank PLC
No.110, Sir James Peiris Mawatha
Colombo 02.