



# BE A PART OF AN EXTRAORDINARY TEAM

Sri Lanka's National Mobile Service Provider, Mobitel strives to provide innovative telecom solutions to the nation whilst transforming the local telecommunications sector to be on par with global standards.

As a part of our workplace culture, we strive to maintain a dynamic and rewarding environment where our young and energetic workforce is provided with equal opportunities, training and guidance to reach greater heights. This is your opportunity to be a part of this stellar workforce.

## Customer Care Executive

### JOB ROLE:

- Ensure all assigned duties and targets of the Contact Center are met within the specified time period.
- Answer inquiries by clarifying desired information and resolve customer issues.
- Improve customer relations and maintain an exceptionally high standard of service with emphasis on telephone etiquette.
- Collate customer feedback, suggestions and forward same to relevant divisions for continuous improvement.
- Sell additional services by recognizing opportunities to up-sell accounts and promote new features.

### QUALIFICATIONS & EXPERIENCE:

- Passed G.C.E (O/L) and A/L examinations, with a Distinction in English language at the G.C.E (O/L) .
- Degree/ Diploma in General Management or Customer Care.
- Minimum of 2 years' experience in the hospitality industry, customer service or related field would be an added advantage.
- Be highly organized, proactive and energetic with a positive attitude.
- Must be competent in Microsoft Office Packages. (MS Word, Excel, Power Point)
- Possess data entry skills, listening and good telephone skills.
- Team player with ability to interact with staff at all levels
- Must be customer focused, service oriented, attuned to problem solving and capable of multi- tasking work.
- Excellent interpersonal and communication skills in English and Sinhala.
- Knowledge of Tamil would be an added advantage.

If interested e-mail your resume to [career@mobitel.lk](mailto:career@mobitel.lk) on or before 14.10.2019



We Care. Always.