



NINEWELLS

A LIFETIME OF CARE

Ninewells is a specialised Hospital in Obstetrics, Gynaecology, Paediatrics and Neonatology, with an excellent credibility and proven track record in Sri Lanka's private healthcare sector. With a main focus on woman and child care, we are seeking skilled individuals to be a part of the Ninewells family.

Supervisor - Digital Contact Centre

Job Description

- Improve the digital contact centre customer service standards.
- Provide on the job training to new staff members.
- Resolve escalated customer complaints.
- Restructure / improve staff positioning plans through the shift arrangements.
- Energize staff members to achieve objectives.
- Reduce call hold ratio, abandon calls and customer complaints.

Entry Requirements

- Proven leadership and roster management skills.
- Age between 30 - 40 years.
- Minimum of 2 – 3 years of experience in similar capacity.
- Good communication skills in English & Sinhala are a must (Proficiency in Tamil language will be a distinct advantage).
- Should be a good team player with a dynamic personality & positive attitude.
- Voice clarity & courtesy with listening skills and service oriented mindset.

The successful candidate will be placed on an attractive remuneration package based on the qualifications and experience

If you feel that you are the right candidate, send your CV to careers@ninewellshospital.lk
with two non-related referees

We welcome you to join the Ninewells Family to make a meaningful difference

NINEWELLS HOSPITAL (PVT) LTD.

Group Head of Human Resources

55/01, Kirimandala Mawatha, Narahenpita, Colombo 05.

Contact us : 011 2049977