

**WE ARE**

**HIRING!**

**Abans  
SERVICE**

**SERVING YOU FIRST**

**ONE TEAM  
GOAL**

## **CUSTOMER CARE ASSISTANT**

### **Key Responsibilities**

- *Handle inbound and outbound customer communications via phone, email, and live chat.*
- *Accurately record customer interactions and service requests using CRM software.*
- *Manage customer inquiries and complaints efficiently to ensure high levels of customer satisfaction.*
- *Maintain and update customer records in digital systems.*
- *Coordinate with internal teams to follow up on service issues and ensure prompt resolution.*

### **Key Requirements**

- *Minimum 1–2 years of experience in a customer service or call center environment.*
- *Strong knowledge of Microsoft Office (Excel/Word/Power Point) applications.*
- *Excellent command of English, both spoken and written.*
- *Strong interpersonal skills, problem-solving abilities, and attention to detail.*
- *Priority given to candidates who can join immediately.*

Send your updated CV to

**recruitment@abanservice.lk or WhatsApp**

**070 636 3625 | 070 627 2244**

**with the subject line "Application – Customer Care Assistant"**

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