

WE'RE LOOKING FOR A DYNAMIC, RESULT-ORIENTED PERSON TO BE A CUSTOMER CARE EXECUTIVE

ARE YOU AN AMBITIOUS & ASPIRING INDIVIDUAL READY TO TAKE ON A DEMANDING ROLE? SPA CEYLON AYURVEDA WELLNESS IS SEEKING A PASSIONATE CANDIDATE FOR THE POSITION OF CUSTOMER CARE EXECUTIVE.

RESPONSIBILITIES

ACT AS THE FIRST POINT OF CONTACT FOR CUSTOMER INQUIRIES VIA PHONE, EMAIL, AND SOCIAL MEDIA.

RESPOND PROMPTLY TO CUSTOMER QUERIES & CONVERT LEADS INTO ONLINE SALES.

COLLABORATE WITH INTERNAL AND EXTERNAL TEAMS TO ENSURE THE TIMELY DELIVERY OF PRODUCTS AND SERVICES, RESOLVE ISSUES EFFECTIVELY, AND PROVIDE TIMELY RESOLUTIONS.

PREPARE REPORTS ON CUSTOMER INQUIRIES & BEHAVIOR TO ENHANCE SERVICE QUALITY.

MAINTAIN ACCURATE CUSTOMER RECORDS & FOLLOW UP ON OUTSTANDING ISSUES.

MANAGE ONLINE REVIEWS AND FEEDBACK, FOSTERING POSITIVE CUSTOMER RELATIONSHIPS.

REQUIREMENTS

EXCELLENT COMMUNICATION SKILLS IN ENGLISH AND SINHALA (PROFICIENCY IN TAMIL IS A PLUS).

EXPERTISE IN HANDLING SOCIAL MEDIA INQUIRIES WITH PROFESSIONALISM AND EFFICIENCY.

EXCEPTIONAL TYPING SPEED WITH A STRONG FOCUS ON ACCURACY AND ATTENTION TO DETAIL, ENSURING INQUIRIES ARE HANDLED PROMPTLY AND EFFICIENTLY TO MEET TIME-SENSITIVE DEMANDS.

PREVIOUS EXPERIENCE IN A CUSTOMER-FACING ROLE, PREFERABLY IN THE RETAIL OR SERVICE INDUSTRY.

PROFICIENCY IN MS OFFICE APPLICATIONS, INCLUDING EXCEL AND WORD.

STRONG PROBLEM-SOLVING SKILLS, WITH THE ABILITY TO MULTITASK AND THRIVE IN A FAST-PACED ENVIRONMENT.

FAMILIARITY WITH CRM TOOLS (E.G., ZOHO, ZENDESK) IS AN ADVANTAGE.

FAMILIARITY WITH CALL CENTER SOLUTIONS SUCH AS 3CX IS AN ADVANTAGE.

FLEXIBILITY TO WORK DURING WEEKENDS OR EVENINGS AS NEEDED.

IF YOU'RE EXCITED ABOUT THIS OPPORTUNITY & WANT TO BE PART OF A GROWING BRAND, APPLY NOW!

ONLINE@SPACEYLON.COM



SPA CEYLON[®]
AYURVEDA WELLNESS