

# WE ARE HIRING



## Customer Care Executive

### ◆ 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.
- Proficiency in CRM software (e.g., Salesforce, Zoho CRM, HubSpot CRM) is mandatory.
- Strong knowledge of Microsoft Office applications, especially Microsoft Excel, Microsoft Word, Microsoft Outlook
- Excellent command of English, both spoken and written.
- Strong interpersonal skills, problem-solving abilities, and attention to detail.

✉ To Apply:

Send your updated CV to [recruitment@abanservice.lk](mailto:recruitment@abanservice.lk) with the subject line:  
“Application – Customer Care Executive”

**Abans**