



# David Pieris Motor Company (Pvt) Limited

David Pieris Motor Company (Pvt) Ltd is the largest automotive company in Sri Lanka, serving the vast majority with its hallmark of affordability, reliability and economy. The Company is the sole distributor for Bajaj and KTM in Sri Lanka. In addition, the Company is also a distributor of MRF, ATLAS and ORION tyres in Sri Lanka. With an island-wide network of sales and spare parts dealers, DPMC has pledged itself to set the pace in Sri Lanka's automotive industry with a commitment to uncompromising quality and outstanding value.



## CUSTOMER CONTACT COORDINATOR

### RESPONSIBILITIES

- Handle inbound and outbound calls professionally under company communication guidelines and company procedures.
- Attending customer queries promptly with accurate and updated information.
- Maintain customer interactions and transactions records. Escalate unresolved issues to the relevant departments.
- Achieve set targets for call handling time and quality.

### REQUIREMENTS

- Passed GCE (Advanced Level) examination.
- Fluency in English and Sinhala with strong interpersonal skills. (Tamil language ability is an added advantage)
- Knowledge on telephone etiquette.
- Basic knowledge of MS Office.
- Previous call center experience will be added advantage. But not mandatory.
- Fresh candidates and school leavers are encouraged to apply.

If you feel that you measure up to our expectations, email your CV, within seven (07) days of this advertisement, providing contact details of two non-related referees and indicating the position applied for, in the email's subject line.



Email: [careers@dpmco.com](mailto:careers@dpmco.com)



Assistant General Manager – Human Resources  
David Pieris Motor Company (Private) Limited  
No. 120, 120A, Pannipitiya Road  
Battaramulla.

By sharing your CV with us, you grant your consent for the collection, processing, and use of your personal data for the purpose of processing your application and assessing your suitability for employment within the David Pieris Group in accordance with the laws of Sri Lanka and the Data Protection Policy of the David Pieris Group of Companies.