

we're hiring!

Are you a dynamic individual with excellent communication skills?
Do you thrive in fast-paced environments and enjoy interacting with people?
If so, we have the perfect opportunity for you!

Customer Service Executive

RESPONSIBILITIES

- Handle inbound calls professionally and efficiently.
- Provide exceptional customer service by addressing inquiries, resolving issues, and offering solutions.
- Maintain accurate records of customer interactions and transactions.
- Collaborate with team members to achieve performance targets and goals.
- Stay updated on product / service knowledge to effectively assist customers with their queries.
- Follow communication scripts and guidelines to ensure consistency and quality.

REQUIREMENTS

- Strong communication skill in English is a must.
- Excellent interpersonal skills with a customer-centric approach.
- Proficiency in basic computer applications.
- Previous experience in a call center or customer service role is preferred.
- preferred candidates from Wattala, Mattakkuliya, Kotahena and Kadana.

If you are the right person to fulfill the above requirements, send your CV to us with the contact details of two non-related referees to the following email address within 7 days of this advertisement.

careers@transcoholdings.net



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