



Customer Service Specialist

📍 Location: Colombo | ⏰ Type: Full-Time (On-site)

About Peace Lily / True Foam

True Foam (Pvt) Ltd, with a Colombo office and with factories in Buttala, Sri Lanka, is the proud manufacturer and exporter behind Peace Lily (www.peacelily.com.au) — a leading sustainable bedding brand in Australia, New Zealand, and the United States.

Renowned for our premium natural latex mattresses and organic bedding, we are dedicated to enhancing sleep quality while promoting environmental and social responsibility. By sourcing natural latex directly from Sri Lankan rubber farmers and using only sustainable materials such as natural latex foam and organic cotton, we uphold fair trade and eco-friendly manufacturing standards of the highest quality.

The Role

We are looking for a confident and articulate Customer Service Specialist with **excellent spoken English** and a natural ability to communicate clearly on the phone. This role is ideal for someone who enjoys speaking with customers, can build trust quickly, and represents Peace Lily with professionalism and warmth.

You will support our Australian, New Zealand, and US customer base across pre and post purchase enquiries, resolving issues with care, accuracy, and attention to detail while consistently delivering a high standard of service. Strong communication skills are essential, as you will regularly handle phone calls in English and provide clear, accurate information to customers.

This position requires availability to work aligned with Australian business hours, commencing at 10:00 am Melbourne time, with the corresponding start time based in our Sri Lanka Battaramulla office. Candidates must be comfortable working these hours on a consistent basis.

As our international team continues to grow, high performers will have the opportunity to progress into senior or supervisory roles.

Key Responsibilities

- Address customer inquiries proficiently in English across multiple channels, including email, telephone, live chat, and SMS.
- Provide confident and professional assistance to customers via telephone communication in English.
- Manage inbound sales consultations and facilitate the customer through the complete purchasing process.
- Deliver exceptional post-sale support and ensure efficient resolution of customer issues.
- Proactively mitigate refund requests through effective problem-solving strategies.
- Cultivate comprehensive product knowledge to furnish accurate and valuable guidance.
- Maintain and update content for the Help Centre and internal procedural documentation.
- Collect customer feedback and disseminate insights to inform product and service enhancements.
- Contribute actively to process optimisation, the development of Standard Operating Procedures (SOPs), and the establishment of best practices.
- Opportunity for mentorship of team members and support with team management functions, contingent upon performance.

English Language & Communication Requirements

- Exceptional spoken English is essential for this role
- Ability to confidently communicate with Australian customers over the phone using clear pronunciation, natural pacing, and a professional tone
- Strong listening skills, with the ability to understand different Australian accents and respond appropriately in real time
- Confidence handling customer conversations without relying on scripts, including explaining policies, resolving concerns, and guiding purchasing decisions
- Excellent written English, with the ability to write clear, accurate, and friendly responses across email, chat, and internal documentation
- Comfortable managing sensitive or complex conversations while remaining calm, empathetic, and solution focused

What You'll Bring

- **2+ years** of customer service experience (international AU/NZ/US exposure preferred)
- Excellent **written and spoken English** with strong grammar and professionalism
- A genuine **customer-first mindset** with strong interpersonal skills
- Experience with tools like **Gorgias, Intercom, Front, or Zendesk** (preferred)
- Comfortable working in a fast-paced, high-volume environment
- Tech-savvy, with experience using **Shopify, Slack, ClickUp, and Google Drive**
- Strong attention to detail and proactive problem-solving skills
- A bachelor's degree is an advantage, but not essential

Why Join Us

- Work with a **globally recognised sustainable brand**
- Be part of a **mission-driven, ethical, and supportive team**
- Opportunity for **career growth and leadership development**
- Attractive remuneration package based on experience and qualifications

Apply Now!

If you're passionate about customer service and want to grow with a global sustainable brand, we'd love to hear from you.

✉️ Send your CV and Cover Letter to hr@peacelily.com

📝 Subject line: *Application for Customer Service Specialist – Peace Lily Lanka (Pvt) Ltd*