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## Solutions Specialist

Keells, as a leading retailer is striving to deliver its core purpose to 'improve the quality of life for the nation'. We know that to deliver on our core purpose, we have to grow and develop Sri Lanka's best retail team. If you want to come on this journey with us, to deliver retail excellence, then we can really support your ambitions and future growth.

### Job Responsibilities

- Respond promptly and accurately to supplier queries related to the Vendor Collaboration Platform.
- Act as the first point of contact for suppliers and internal stakeholders regarding support requests.
- Maintain accurate records of communications, reported issues, and resolutions.
- Collaborate with team members to escalate complex issues and ensure timely resolution.
- Identify recurring issues and trends, and provide feedback to support process improvements.

### Person Specifications

- Diploma or Bachelor's Degree in Information Systems, Business Administration, Supply Chain, or a related field (completed or in progress preferred).
- Proficiency in Microsoft Office applications (Word, Excel, Outlook).
- Prior experience in a support center, customer service, or supplier management role will be an advantage.
- Strong communication and interpersonal skills.
- Ability to multitask, prioritize tasks, and perform efficiently under pressure.
- Strong attention to detail with a proactive problem-solving approach.
- Good organizational and time management skills.
- Customer-focused with a solution-oriented mindset.
- Ability to work both independently and collaboratively within a team.

Interested candidates are encouraged to apply on HIVE before the 25/02/2026.

Jaykay Marketing Services (Private) Limi

19 Feb 2026



John Keells Group is an equal opportunity employer, and we invite applications from all suitably qualified individuals to join our team.

\*By applying, you consent to process your personal information for recruitment purposes and acknowledge that reference checks may be conducted.

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