

THE NEXT STEP

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SENIOR CUSTOMER CARE EXECUTIVES

REQUIREMENTS:

- A minimum of 2 years experience at a call centre/contact centre or a similar business environment
- Age preferably below 27 years
- Passed GCE O/L, including Mathematics and English
- Passed GCE A/L
- A certification related to IT will be an added advantage

KEY RESPONSIBILITIES:

- Provide highly personalised and attentive service to meet the unique needs and preferences of high nett-worth clients
- Address client inquiries, concerns, and issues promptly and effectively, ensuring resolutions that meet or exceed expectations
- Demonstrate a deep understanding of the products, services, and solutions available to high nett-worth clients, offering informed advice and guidance
- Resolve complaints or issues promptly and efficiently, ensuring minimal disruption to the high nett-worth clients

COMPETENCIES REQUIRED:

- Excellent verbal and written communication skills in Sinhala and English (Tamil would be an added advantage)
- Ability to deliver a superior service in the absence of physical presence of high nett-worth clients
- Active listening skills and the ability to understand needs of high nett-worth clients and respond accordingly
- Problem solving and negotiation skills
- Ability to work under pressure on a 24/7 shift basis
- Flair for interpersonal relations
- Basic IT skills

An attractive remuneration package, coupled with a modern and conducive work environment, awaits the right candidate. Selection will be strictly on merit. Any form of canvassing will be a definite disqualification. Only shortlisted candidates will be contacted.

Chief Human Resource Officer
Sampath Bank PLC, No. 110, Sir James Peiris Mw., Colombo 02.

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