



# JOIN TO BE OUR VOICE

## “TRAINING OPPORTUNITIES FOR SCHOOL LEAVERS” CUSTOMER SERVICE AGENTS

### THE JOB

- ▶ Attending to voice & non-voice contacts of the customer professionally and responding to customer inquiries and complaints as per the defined standards & requirements.
- ▶ Guiding and assisting customers by providing timely & accurate solutions while achieving “Service from heart” quality standards.
- ▶ Ensure to provide comprehensive product & service details to the customers.
- ▶ Escalating priority issues with no delays and reporting to the necessary Management levels.
- ▶ Routing inbound calls/emails to the appropriate business lines.
- ▶ Following up complex customer calls where required
- ▶ Completing call notes and call reports as necessary and updating them in the databases on a timely manner.
- ▶ Obtaining and evaluating all relevant data to handle complaints and inquiries while maintaining necessary MIS.
- ▶ Recording details of comments, inquiries, complaints, and actions taken.
- ▶ Managing administration, communicating and coordinating with internal / external stakeholders and regulatory bodies.

### THE PERSON

- ▶ Successful completion of G.C.E Advanced Level with A/B pass for General English.
- ▶ Excellent communication skills in English (Verbal and Written) with an outgoing personality.
- ▶ Ability to read and speak in Tamil will be a definite plus.
- ▶ Fair knowledge in financial industry.
- ▶ Customer centric and excellent relationship management skills.
- ▶ Candidates from Colombo and Colombo suburbs are encouraged to apply.

#### Application Procedure

If you are confident that you meet the above expectations, please forward your CV to [dfcareers@dialog.lk](mailto:dfcareers@dialog.lk) with the post applied for as the subject.