

CUSTOMER SUPPORT TRAINEE

COMPANY OVERVIEW

We at Simplebooks help small businesses, freelancers and entrepreneurs reduce their workload by getting rid of the mundane tasks, and focusing on their craft business and passion. We have a client base of over 3000, which includes both local and overseas from various industries. Our team is growing every month with young and capable people making a difference in the lives of small businesses setting out on their entrepreneurial journeys.

Our Portfolio

Our product portfolio ranges from Company Registration, serving as a Company Secretary for a diverse clientele, Bookkeeping, Payroll Management, Trademark Registration, Taxation and drafting of Legal Agreements.

We have an opening for a **Trainee Customer Support**. Do you possess the following skills? If so, we have the perfect opportunity for you!

What we are looking for

- Excellent communication skills in English and Sinhala with customers via phone, email, and other channels.
- A good team player.
- Capable of handling customers and other routine functions on a daily basis.
- Candidates will not be required to travel outside the office.
- School leavers are encouraged to apply.

Responsibilities

- Informing clients on the deadline.
- Handling customer requests, and complaints and delivering maximum customer satisfaction.
- Manage and develop customer relationships through effective communication and problem-solving skills.
- Attending to walk-in clients.
- Proficiency in secretary services is not required, training will be provided.

Nature of work : Full Time (Monday to Friday Only – 8.30 am to 5.30 pm)

What we offer

We offer a competitive salary, and a dynamic work environment. If you are ready to take the next step in your career and join a leading Company, please submit your resume to people@simplebooks.com and we would love to get to know you!

Don't miss out on this exciting opportunity!

Apply today!

Call **011 4 060 909**

Colombo 03.

www.simplebooks.com

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