

CUSTOMER RELATIONS EXECUTIVE

Sterling Automobile Lanka Private Limited, established in 2007, is a leading automotive service provider in Sri Lanka. We specialize in a wide range of services, including vehicle repairs, servicing, collision repairs, auto detailing, automobile first aid, and wheel alignment. Renowned for our high-quality and Standard certifications, Sterling Automobile is committed to delivering exceptional service across multiple branches, redefining the local automotive industry.

We currently seeking proactive and skilled Customer Relations Executives to join our team.



WE ARE HIRING

Duties & Responsibilities :

- **Greet Customers Professionally:** Welcome customers at their first point of contact, creating a positive and professional first impression.
- **Understand Client Needs:** Engage with clients to understand their needs and requirements effectively, ensuring you address their specific concerns and queries.
- **Provide Assistance:** Offer detailed assistance and guidance based on the clients' needs, helping them navigate our products or services.
- **Provide Information:** Deliver accurate product or service information, explaining features and benefits clearly.
- **Collaborate Across Teams:** Work with other departments to resolve customer concerns and ensure a seamless experience.
- **Process Improvement:** Identify opportunities for enhancing customer service processes and contribute to improving the overall customer experience.
- **Follow-Up:** Follow up with customers to ensure their issues have been resolved and gather feedback on their experience.

Qualifications & Skills:

- Proven experience in a customer service or customer relations role, preferably in the automobile industry.
- Excellent verbal and written communication skills in Sinhala and English.
- Ability to handle high-pressure, problematic situations with a calm and professional demeanor.
- Should be a dynamic and driven individual who can work independently while demonstrating accountability.
- Competence in Microsoft Office applications is also essential for this role.

Interested candidates are encouraged to send their resume to cv@sterling.lk or via WhatsApp to 0773 388 388 with the subject line "Customer Relations Executive". Please mention your **preferred location** in the subject line when applying.



Nugegoda

Ratmalana

Minuwangoda

Kadawatha

Galle



**JOIN OUR TEAM AND BE PART OF SRI LANKA'S
LEADING AUTOMOTIVE SERVICE PROVIDER!**

