

WE ARE HIRING!



CALL CENTRE EXECUTIVE

Candidate Profile

- Fluency in both in Sinhala and English languages is essential, while the ability to speak Tamil would be an added advantage.
- Previous experience in handling customer service or call centre operations would be an added advantage.
- Basic computer literacy, including MS Office Suite.
- Good team player with a passion for customer service.
- Ability to work during weekends and on a roster basis when required.
- School leavers are encouraged to apply.

Responsibilities

- Responding to incoming customer calls in a timely and professional manner.
- Offering accurate information about products, services, policies, and procedures.
- Identifying and resolving customer issues.
- Redirecting complex issues to supervisors or specialised departments when necessary.

Please submit your application via email to careers@hayleysfentons.com within 10 days of this advertisement, clearly indicating the position in the subject line.