

Sri Lanka's
Best Brand

Wants You!



Vacancy for the position of

Customer Support Officer (Call Center)

Singer (Sri Lanka) PLC operates with the vision to be the market leader in elevating and enriching lives.

Do you thrive on delivering exceptional service and going the extra mile for your customers? Can you stay calm under pressure and still find joy in helping others? If you're a proactive, dedicated individual with a passion for people, we'd love to welcome you to our team!

Job Profile

- Handle inbound and outbound customer calls efficiently and professionally
- Provide accurate information, resolve queries, and address complaints
- Ensure high levels of customer satisfaction through quality service
- Accurately record all customer interactions in the system
- Collaborate with colleagues and departments to resolve customer issues swiftly

Personal Profile

- 6 months to 1 year of experience in a similar role
- Passed G.C.E. Ordinary Level with "C" passes in Mathematics and English
- Strong communication and interpersonal skills
- Ability to communicate in English, Sinhala and/or Tamil
- Willing to work 5.5 days per week on a roster basis
- A customer-first mindset with strong problem-solving abilities
- Comfortable using computers and navigating multiple software applications

📍 No - 112, Havelock Road, Colombo 05.

'SLIM-KANTAR PEOPLE'S BRAND OF THE YEAR FOR 19 CONSECUTIVE YEARS'

SINGER®