



Lanka Hospitals Diagnostics (LHD) is proud to be the most trusted laboratory service provider in Sri Lanka. Accreditation by College of American Pathologists (CAP) is a testament to our commitment to excellence. LHD is the first and only CAP accredited laboratory in Sri Lanka.

## Customer Care Officer

### IDEAL CANDIDATE PROFILE

- Passed A/L Examination.
- Be computer literate.
- Possess strong communication skills and good telephone etiquette.
- Possess excellent customer service skills and a pleasant personality.
- Having prior experience of at least 1 year, as a Call Centre Agent would be advantageous.
- Have the willingness to work for a roster and as required on extended hours

### KEY RESPONSIBILITIES

You are expected to act as a liaison officer between our laboratory and our valued customers, assisting them by providing information in response to customer concerns, queries and attend to all the calls received.

### APPLICATION PROCEDURE

Please forward your resume along with the address and contact numbers of two non – related referees, within seven days of this advertisement. State the position you are applying for on the top left-hand corner of the envelope or in the subject line of the e-mail.

### Head of Human Resources

Lanka Hospitals Diagnostics (Pvt) Ltd., 578, Elvitigala Mawatha, Colombo 5.

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