



For Over
25
YEARS

JOIN US

for a rewarding career with
Softlogic Finance PLC

TEAM LEADER – CALL CENTER NAWALA BRANCH

THE PROFILE

- Supervise, lead, and motivate a team of call center agents to achieve individual and team KPIs.
- Monitor daily performance, attendance, and schedule adherence.
- Track and manage key KPIs including quality, productivity, and customer satisfaction.
- Handle customer escalations and ensure timely resolution.
- Ensure strict compliance with company policies, procedures, and service standards.
- Prepare and circulate basic performance reports, including hourly call volumes.
- Foster a positive, collaborative, and high-performance team environment.

THE PERSON

- Minimum 2 years' experience in a call center environment (team handling experience preferred).
- Minimum educational qualification: G.C.E. A/L.
- Strong communication, leadership, and people-management skills.
- Proven ability to coach, motivate, and develop team members.
- Strong problem-solving and decision-making skills.
- Customer-centric mindset with a focus on service excellence.
- Sound knowledge of basic computer applications and call center systems.
- Ability to perform effectively in a fast-paced, target-driven environment.

Please forward your resume to careers@softlogicfinance.lk

with names of two non-related referees indicating the post applied for in the subject line,
on or before **23 January 2026**.



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