



Hayleys Group is amongst Sri Lanka's largest, and most respected diversified conglomerates with a turnover in excess of USD 1 Billion. To explore the World of Hayleys, visit us at: www.hayleys.com.

HAYLEYS ADVANTIS LIMITED

Hayleys Advantis Group, the transportation, logistics, and aviation arm of Hayleys PLC with over 60 years of industry presence, is a pioneer in providing end-to-end logistics solutions, representing some of the World's foremost shipping lines, freight forwarders, and the largest air express transportation company. The Group also represents some of the world's leading passenger and cargo airlines and specializes in travel agency services. Today Advantis controls a truly international network offering and is fast becoming the undisputed leader in the areas of integrated logistics, freight management, marine services, terminals & engineering operations, airport services, aviation supply services, outbound travel services, and other travel-related services.

ADVANTIS EXPRESS (PVT) LTD – LICENSE OF FEDERAL EXPRESS CORPORATION ORUGODAWATTHA

Advantis Express (Pvt) Ltd,) is a member of the Hayleys Advantis Group and an ISO 9001:2015 certified Company. The Company which has been listed amongst the "Top 25 Best Companies to Work for" in Sri Lanka, operates with a network of branches and agents across the country.

Customer Experience Officer (Job Grade Executive)

Job Responsibilities

- Field a high volume of inbound calls and assess customer needs.
- Review customer inquiries, problems, requests, and suggestions and determine appropriate solutions and /or responses.
- Effectively communicate with clients through written communication.
- Handle and follow-up hotline cash sales inquiries.
- Attend to e-mails addressed to the Customer Service department.
- Handle customer service-related back-end process requirements through FedEx tools/systems.
- Distribute calls/e-mails when necessary to other resources to ensure customers' needs are handled in a timely fashion.
- Attend to general correspondences and maintain records

Candidate Profile

- A minimum of 3 passes at G. C. E. A/L
- A minimum of 6 credits at the GCE O/L examination including English & Mathematics.
- Minimum of 2 years' experience in a similar capacity would be an added advantage.
- Computer literacy
- Excellent communication skills in English.
- Ability to work on a shift basis

If you think you have what it takes to be successful in this challenging role, please apply email your CV to careers@fedexlk.com indicating the position applied for and the company name on the subject line of the email or please click on "**Apply Now**". The pay and benefits of the above position will be competitive, and the rewards are performance-driven.

Hayleys is an Equal Opportunity Employer.

