

## Intern – Customer Support

We create and nurture innovative spaces that gives our customers more than what is expected and we exist to see them live life to their fullest.

John Keells Properties leads the charge on the property development and real estate sector in Sri Lanka, with a significant portfolio of real estate in Colombo and the suburbs.

Property Sector of John Keells Group require the services of an Intern – Customer Support to gear itself to service a number of Property Development Projects in Colombo and other Provincial Cities.

### **The ideal candidate will be responsible for:**

- Guiding customers through the Tri-Zen Smart Solution process. Providing additional assistance where necessary through communication channels such as phone, email or WhatsApp
- Addressing customer complaints, troubleshooting technical issues and finding solutions to meet customer expectations
- Constantly engaging with customers to understanding their needs & creating a positive brand experience
- Updating and maintaining necessary databases & performing other administrative tasks to as required

### **The ideal candidate :**

- Part or Fully qualified with a Degree/ Professional Qualification in a relevant field
- The ability to communicate effectively to non-technical users

If you are confident that you possess the above requirements, please send your CV to [hr.jkp@keells.com](mailto:hr.jkp@keells.com) with the position applied for on the subject line.



The John Keells Group is an equal opportunity employer and we invite applications from all suitably qualified individuals to join our team

*\*By applying, you consent to the processing of your personal information for recruitment purposes and acknowledge that reference checks may be conducted.*