

Be the Force Behind Exceptional Service Call Centre Supervisor Lanka Hospitals Corporation PLC

Lanka Hospitals Corporation PLC is seeking an energetic, results-oriented, and dedicated individual to join our team as a **Call Center Supervisor**. This role is critical in ensuring the smooth daily operations of the Call Center while maintaining exceptional service standards for our patients and customers.

Key Responsibilities:

- Supervise and manage the daily operations of the Call Center
- Monitor team performance and ensure service levels and KPIs are achieved
- Coach, train, and motivate Call Center staff to enhance productivity and service quality
- Handle escalated inquiries and resolve complex or sensitive situations professionally
- Prepare performance reports and analyze call center metrics
- Ensure adherence to organizational policies and service standards
- Coordinate duty rosters and ensure adequate staffing coverage

Ideal Candidate Profile:

- G.C.E. A/L qualified
- Minimum 3 years' experience in Call Center Operations; prior experience in a similar supervisory role will be an advantage
- Willingness to work on a roster basis, including weekends
- Proficiency in English, Sinhala, and Tamil is preferable
- Strong leadership, coaching, and performance evaluation skills
- Ability to remain calm, courteous, and professional under pressure
- Computer literate (MS Office package)

WHAT WE OFFER:

- Opportunity to work in a leading healthcare institution
- Professional growth and development
- Supportive and high-performance work culture

APPLICATION PROCEDURE:

Interested candidates are invited to submit the updated CV along with a brief cover letter to careers@lankahospitals.com on or before 7th April 2026, indicating the position applied for in the subject line.