



Location
Colombo



Closing Date
30/05/2026

Description

Job Description

The Customer Relations Officer / Call Center Agent is responsible for managing all inbound and outbound customer communications in a professional and efficient manner. The role focuses on delivering high quality customer service, handling inquiries, resolving complaints, and ensuring a positive customer experience in line with organizational standards.

The incumbent will act as the first point of contact for customers and is expected to maintain a courteous, responsive, and solution oriented approach at all times.

Key Responsibilities

- Handle incoming calls, emails, and other customer inquiries promptly and professionally
- Provide accurate information regarding services, procedures, and general inquiries
- Record and update customer interactions in the system accurately
- Resolve customer complaints or escalate issues where necessary
- Maintain high standards of customer satisfaction and service quality
- Follow communication scripts and organizational guidelines
- Work collaboratively with internal departments to address customer needs
- Ensure confidentiality and professionalism in all interactions
- Perform any other duties assigned by the management

Entry Requirements

- Minimum of 2 passes at G.C.E. Advanced Level (A/L)
- Excellent communication skills in English and Sinhala (spoken and written)
- Fluency in Tamil will be an added advantage
- Prior experience in a customer service / call center / front office role will be a distinct advantage
- Willingness to work on a **shift basis (Day & Night shifts)**
- Basic computer literacy (MS Office / data entry skills)

Tags

Customercare