

Customer Care Assistant | Welisara

At our company, we believe that every small idea has the potential to **spark** something **extraordinary**. We foster an environment where creativity, passion, and innovation come together to fuel growth. When you join us, your unique **spark** isn't just encouraged - it's celebrated! Together, we create a workplace where every contribution, big or small, **transforms** into something remarkable.

The Role

We're building an exciting new Central Customer Service Team and looking for dynamic, customer-focused individuals to join us as **Customer Care Assistants**! In this role, you'll play a key part in delivering seamless customer experience by handling inquiries, resolving concerns, and ensuring top-notch service.

Key Responsibilities

- Handle inbound and outbound customer inquiries via phone, email, and chat.
- Provide accurate information and assist customers with their queries efficiently.
- Ensure positive customer experience through professional and courteous communication.
- Maintain records of customer interactions and follow up on unresolved issues.
- Work collaboratively with internal teams to enhance service delivery.

Requirements

- 1-2 years of experience in customer service or call center operations.
- Excellent communication skills in English, with proficiency in Tamil or Sinhala (preferred).
- Strong problem-solving skills and the ability to handle customer concerns effectively.
- Basic computer skills and familiarity with CRM systems.
- Proactive approach with a strong focus on customer satisfaction.

If interested, please send your resume, and cover letter to careers@phoenix.lk

