

PickMe is the most successful local Tech Startup to date, funded by a consortium of local investors and IFC (a sister company of World Bank). As the front runner in the country's digital revolution, PickMe is shaping the future of mobility in Sri Lanka. Our technology is 100% homegrown, built by local engineering talent using world-class technology.

Branch Executive - Kalutara

Responsibilities

- Provide necessary support to drivers and customers. (Stakeholder Management)
- Contribute to the improvement of the assigned business verticals and execute strategies to get the ideal deliverables (KPIs).
- Assist customers and drivers with account setup, app navigation, and troubleshooting inquiries related to the products handled.
- Communicate effectively with customers and drivers to understand and resolve their technical concerns promptly.
- Collaborate with the Business units, and technical and development teams to escalate and resolve technical issues and identify the gaps to fill within relevant timelines.
- Maintain accurate daily records.
- Stay updated on features and updates of related mobile applications to provide accurate assistance to users.
- Prepare reports and provide analytical information as instructed by the management.

Skills and Qualifications

- Bachelor's degree in Business Management, HND in Supply Chain Management or related field preferred.
- Minimum of 2 years of experience in operations: support role, preferably in a similar industry.
- Verbal & written proficiency in both Sinhala and English languages is required.
- Strong technical aptitude with a deep understanding of mobile phone technology.
- Excellent problem-solving skills with the ability to diagnose and resolve technical issues efficiently.
- Residing in Kalutara District is an added advantage