



## CLEARANCE SUPPORT AGENT-CUSTOMER SERVICE

Today DHL stands as the leading Logistics company of the world. This has been possible due to the people who bring in their talent and professionalism to retain our trademark quality of service. At DHL, We create the space and opportunity for individuals to develop their personal and professional skills while they take the challenge of making the world smaller and connected.

### Job Profile

As a clearance support agent/customer service you will be a part of a DHL GTW contact center. Your role would be to assist customers in the shipment clearance process and coordinate with internal stockholders to ensure and efficient clearance service.

- Assist customers with information of the customs clearance process.
- Update systems and records with shipment clearance status of the clearance process.
- Co-ordinate with internal contact points and teams in sharing status updates of shipment clearance.
- Assist customers on the documentation needs as required by the Customs Clearance process.
- Ensure the proper maintenance of records of the shipment movement.

### Person Profile

- Passed the G.C.E Ordinary Level.
- Good command of spoken and written English and Sinhala, Tamil is an advantage.
- Customer service experience is an advantage, school leavers will also be considered.
- Good communication and telephone skills.
- Have a natural linking to interact with others and co-ordinate activities.
- Vicinity of Katunayake Area.

As being a Great Place to Work, the selected Candidates could look forward to working in a great Organizational Culture with competitive compensation and Exposure to great opportunities of learning.

Please forward your Resume to [CareersSriLanka@dhl.com](mailto:CareersSriLanka@dhl.com)

