



SARVODAYA
DEVELOPMENT FINANCE

**Sri Lanka's
First Development
Finance Company
Wants You !**



CUSTOMER CARE EXECUTIVE

Key Responsibilities:

- Handle customer inquiries via phone, email, and chat professionally.
- Assist customers with product/service-related queries, complaints, and requests.
- Maintain accurate records of customer interactions and transactions.
- Provide timely and effective solutions to enhance customer satisfaction.
- Coordinate with internal teams to resolve customer issues efficiently.
- Follow up with customers to ensure their concerns are fully addressed.
- Maintain a positive, empathetic, and professional attitude toward customers at all times.
- Stay updated on company policies, products, and services to provide accurate information.

Qualifications & Requirements:

- Successfully completed GCE A/L.
- Fluency in English and Sinhala (Tamil would be an added advantage).
- Customer care/service-related qualifications would be an added advantage.
- Strong verbal and written communication skills.
- Proficiency in MS Office and basic computer skills.
- A customer-oriented mindset with a passion for delivering excellent service.

How to Apply:

Interested candidates are invited to email their resumes with the contact details of two non-related referees to careers@sdf.lk

Head of Human Resource
No: 155A, Dr. Danister De Silva Mawatha,
Colombo 08.
Tel: 0115 444 666



www.sarvodayafinance.lk