

Customer Support Specialist

We create and nurture innovative spaces that gives our customers more than what is expected and we exist to see them live life to their fullest.

John Keells Properties leads the charge on the property development and real estate sector in Sri Lanka, with a significant portfolio of real estate in Colombo and the suburbs.

Property Sector of John Keells Group require the services of a Customer Support Specialist to gear itself to service a number of Property Development Projects in Colombo and other Provincial Cities.

The ideal candidate will be responsible for:

- Develop an understanding of our smart home products, features, and compatibility requirements to effectively address customer inquiries and concerns.
- Escalate complex technical issues to the appropriate internal teams for further investigation and resolution, ensuring timely follow-up and updates to customers.
- Collaborate with other teams to ensure a seamless handover process.

Requirements

- Part or Fully qualified with a Degree or a Professional Qualification.
- Basic to intermediate IT knowledge, especially in smart home technologies.
- Exceptional customer handling skills with a friendly and approachable manner.
- Excellent communication skills, both written and verbal.
- Should be a team player with a positive attitude and the ability to work independently with minimum supervision.

If you are confident that you possess the above requirements, please send your CV to hr.jkp@keells.com with the position applied for on the subject line.



The John Keells Group is an equal opportunity employer and we invite applications from all suitably qualified individuals to join our team

*By applying, you consent to the processing of your personal information for recruitment purposes and acknowledge that reference checks may be conducted.