



FARA HOLDINGS (PVT) LTD



## Career Opportunities

**FARA HOLDINGS (PVT) LTD** is Aiming to be a one of the largest and most diversified conglomerates in Sri Lanka, FARA HOLDING (PVT) LTD formed FARA import & Export, FARA Real Estate and FARA Construction & Maintenance as subsidiaries. Our Mother Company is a highly recommendable Construction firm named "GOLDEN Keys Trading & Contracting W.L.L (GKT)" is one of the trusted Companies in State of Doha Qatar undertaking major Mechanical, Electrical, Plumbing & Aluminium works, Carpentry & Gypsum Works, Maintenance Services, and Trading & Contracting Services.

**FARA HOLDING (PVT) LIMITED, the newly formed maintenance engineering solutions provider in Sri Lanka is pleased to invite applications for the following positions for its maintenance projects.**

### **CALL CENTER REPRESENTATIVE**

#### **Duties/Responsibilities:**

- Respond to customer inquiries via phone, live chat and/or email.
- Consult with customers to recommend and sell a variety of company products and services to meet our customer's needs.
- Perform problem resolution by addressing customer complaints, discrepancies, requests and inquiries offering smart solutions to meet customer needs
- Maintain the highest levels of customer care while demonstrating a friendly and cooperative attitude in a high-volume production environment.
- Ability to multi task and work under pressure
- Contacting possible customers to sell the Business.

#### **Qualifications/Requirements:**

- Minimum 02 years' experience in similar capacity.
- Prior Experience with Microsoft office and typing.
- Excellent communication skills in English, Sinhala and Tamil will be an added advantage.
- Organized & Resourceful and Customer focused.
- Active Listener.

The ideal candidate(s) should be a team player, have positive Interpersonal and excellent communication skills with the willingness to work extended hours when necessary and in any part of the country where assignment is attached to.

An attractive remuneration package along with fringe benefits and career development prospects will be offered for the chosen candidate(s).

Please e-mail or post your CV stating the names of 02 non-related referees within 14 days to:

**Department of Human Resources**

**FARA HOLDINGS (PVT) LIMITED**

No 53 3/1, D S Senanayake Mawatha, Borella- Colombo – 08.

E-mail: [recruitment@faraholding.lk](mailto:recruitment@faraholding.lk) | Web: [www.faraholding.lk](http://www.faraholding.lk)