



CUSTOMER CARE COORDINATOR

Abans Auto (Pvt)Ltd

Abans Auto is a leading automotive retailer in Sri Lanka with over 1000+ touchpoints island wide. Specializing in the assembly, marketing and distribution of two-wheelers and three-wheelers. Abans Auto was appointed the authorized distributor for the Hyundai vehicle range in Sri Lanka. Abans Auto owns signature workshops in Peliyagoda, Panadura and Kurunegala to cater to customers' service needs. Our Customers are assured that their vehicles are maintained to the highest standard.

The Role:

- Responsible for give service reminders to customers
- Responsible to get service bookings
- Engage with Business promotions
- Responsible to get customer feedback on service quality
- Need To prepare daily progress report
- Responsible to attend customers service quality related concerns

Requirements:

- G.C.E. A/L Qualification.
- Diploma/ Higher Diploma in Customer Service from a recognized University/ Institute would be added an Advantage
- Computer Literacy (Microsoft Word & Excel)
- Should be proactive with an attractive personality and good teamwork skills.
- Excellent Communication Skills in English (Spoken and Written) with Good Telephone Etiquette
- Age bellow 35 years
- Candidates preferred around Peliyagoda Area

Candidates who are interested should forward their resume, indicating the post applied for in the subject line of the email, within 10 days of this advertisement to

pasanm@abansgroup.com

Abans