

Customer Support Officer (Night shift)

We are a global organization with nearly 30 years of experience, based in the UK, and we are expanding rapidly in Sri Lanka. At CISI, you will join a professional body serving members in over 100 countries. Our Colombo office plays a key role in providing innovative solutions to its clients worldwide. please visit www.cisi.org

Our Colombo office is a hub of innovation, where we provide world-class support to our global clients while investing in the growth and development of our team members.

We are seeking to recruit a suitably qualified person for the above position in our Sri Lanka office on a permanent basis.

This is an opportunity to be part of our Customer Support team in Colombo. You will be providing excellent customer service to our customers from around the world who contact us with queries, requests or to place orders. We take pride in dealing with our clients professionally, promptly, accurately, and within agreed timescales.

Please click [here](#) to look at the video we have produced for you to get to know about CISI.

If you are passionate about delivering excellent customer service and are looking for a rewarding career with global exposure, please send your resume to careers@cisi.org

345, R. A. De Mel Mawatha, Colombo 03, Sri Lanka.



During your training period, you will be:

- › Working from 10am - 7pm SL time according to the UK holiday calendar (You will be required to work on the UK public holidays)

Following your training period, you will be:

- › Working 40 hours a week, Monday to Friday, 12 pm to 9pm
- › Required to work on SL Poya days, Public/Mercantile Holidays
- › A night-shift allowance will be paid in addition to your salary

In order to be the successful candidate, you will need to have:

- › A minimum of one year experience in related field
- › Excellent written and oral English, as you will be communicating with our clients in English
- › Excellent telephone etiquette
- › Good Microsoft Office computer skills
- › The ability to multitask
- › A positive attitude, be a confident self-starter who is highly committed and flexible

We also offer a wide range of benefits after probation. These include:

- › Hospitalization cover for you, your spouse, and children
- › Life insurance Cover
- › Medical expense reimbursement
- › Travel Allowance
- › Wellness Allowance
- › After probation period, the option to work 3 days a week from home