



AMERICAN EMBASSY, COLOMBO

Customer Service Business Analyst (Female/Male)

We encourage both women and men to apply for this position. The United States Embassy seeks a diverse workforce with equal opportunity for all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

The incumbent serves as first point of contact for embassy employees and families seeking access to management services. Develop excellent relationships with internal customers, service providers, and outside resources. Facilitate excellent customer service and troubleshoot service problems. As management analyst, serve as the embassy's leading expert on management services, business processes, and quality control. Analyze service quality, create reports, and recommend improvements. Fluently use a wide variety of software tools to accomplish job duties. Assist with office administrative needs. Serve as photographer for official events and internal needs.

The work schedule for this position is: Full Time - 40 hours per week.

The monthly gross salary for this position will be Rs.142,894/-

Qualifications Required:

- 1. Education** - Completion of G. C. E. A/L (Candidate must have obtained at least simple passes for a minimum of two main subjects) and two years of University studies is required.
- 2. Prior Work Experience** - Three years' work in customer service, business process analysis, or management related work with an international company or organization.
- 3. Language Proficiency** - Level IV (Fluency) reading, writing, and speaking English is required. *(This will be tested).*

Level III (Good working knowledge) reading, writing, and speaking Sinhala/Tamil is required.

4. Skills & Abilities -

- Advanced interpersonal skills required with all parties.
- Synthesize information from a variety of sources - electronic, verbal and written.
- Identify issues, analyze problems, and craft solutions.
- Independently support division supervisors with ad hoc data analysis.
- Tactfully explain policies and help craft solutions for customers unfamiliar with regulations and program constraints.
- Use judgement to streamline business processes and increase efficiency.

Required Documents:

To apply for this position applicants **must electronically submit copies of the documents listed below** along with the electronic application, to be considered for employment. Failure to do so may result in a determination that the applicant is not eligible and qualified.

- Relevant Educational Certificate/s
- Relevant Service / Work Experience Certificate/s
- Proof of citizenship (National Identity Card / Passport and/or Work Permit)

How to Apply:

Please visit our website <https://lk.usembassy.gov/embassy/jobs/> to submit your applications through Electronic Recruitment Application system [ERA]. Before you continue with the application process, please carefully read the instructions available on our website.

PAPER OR E-MAILED APPLICATIONS ARE NOT ACCEPTED

Your application should reach us on or before July 10, 2020.
Please note, only shortlisted candidates will be contacted.