



# BE A PART OF AN EXTRAORDINARY TEAM

Sri Lanka's National Mobile Service Provider, Mobitel strives to provide innovative telecom solutions to the nation whilst transforming the local telecommunications sector to be on par with global standards.

As a part of our workplace culture, we strive to maintain a dynamic and rewarding environment where our young and energetic workforce is provided with equal opportunities, training and guidance to reach greater heights. This is your opportunity to be a part of this stellar workforce.

## Specialist – Service Excellence & Quality Assurance

### JOB ROLE:

- Carry out continuous monitoring of staff performance via the Transaction Monitoring Process to ensure adherence to service quality standards of the organization.
- Provide inputs and escalate concerns to Contact Centre teams and establish review mechanisms for corrective actions.
- Identify issues/concerns & practices related to unacceptable performance within the Contact Centre and take corrective actions to maintain service standards.
- Recommend staff training and development activities based on performance.

### QUALIFICATIONS & EXPERIENCE:

- Candidate should hold a Diploma in Management or any other relevant field.
- Minimum of 05 years' experience in Customer Service with exposure in Frontline and Contact Centre operations.
- Possess excellent verbal communication skills in English and Tamil languages.
- Good written communication skills in English.
- Sufficient skills and knowledge to assist in the design of applications related to service quality monitoring.
- Be service oriented, organized and attuned to problem solving.
- Should be a team player and be capable of multitasking.
- Ability to interact with staff at all levels.
- Be highly organized, proactive and energetic with a positive attitude.

If interested e-mail your resume to [career@mobitel.lk](mailto:career@mobitel.lk) on or before 17.08.2020