

# Melsta GAMA

## MELSTA GAMA (PVT) LTD

### VACANCY

Melsta Gama Private Limited is a leading company in the cement trading industry. We are currently seeking a highly motivated and ambitious individual to join our team in the following position. If you possess the necessary qualifications and experience, we invite you to apply for this exciting opportunity.

Join us and be part of a dynamic and growing company that offers a challenging and rewarding work environment. As a valued member of our team, you will have the opportunity to develop your skills and contribute to the success of our organization.

#### Customer Relations Management Trainee

##### Key Responsibilities

- Interacting with customers via phone, email, or in person to provide information about the company's products or services.
- Assisting customers with the purchase process, including answering questions about products, prices, promotions and resolving customer complaints or concerns in a timely and efficient manner.
- Following up with customers to ensure their satisfaction with the company's products or services and developing and maintaining a positive relationship with customers to encourage repeat business.
- Collaborating with other departments within the company to ensure that customer needs are met.
- Maintaining accurate records of customer interactions and transactions.
- Providing feedback to the company's management team regarding customer concerns or suggestions for improvement.
- Keeping up-to-date with industry trends and best practices in customer relations

##### Required Qualifications

- Currently enrolled in Degree /Diploma or any other relevant program in Business, Marketing or a related field
- Strong communication & interpersonal skills
- Ability to work independently & as a part of a team
- Proficient in Microsoft Office suite
- Female age between 20 – 30 years

**Don't miss out on this opportunity to take your career to the next level. Apply now and take the first step towards a fulfilling and exciting career with Melsta Gama Private Limited.**

Interested applicants should forward their CV's including the names, addresses and contact numbers of two non – related referees to the below mentioned email address, (If the application is sent by ordinary mail should clearly state the post applied for on the top left-hand corner of the envelope) within 14 days of this advertisement.

**Melsta GAMA**

*Human Resources Manager*

*Melsta Gama (Pvt) Ltd,*

*No 06, Flower Terrace,*

*Colombo 03*

**E-mail: [info@melstagama.com](mailto:info@melstagama.com)**