

Customer Support Administrator (10am - 7pm)

Salary Rs 85,000/month

The Chartered Institute for Securities and Investment is the leading Chartered Professional Body for Securities and Investment Professionals globally.

Headquartered in the United Kingdom and established 30 years ago, the Institute, which is also a registered charity, has a global workforce of over 180 staff and net reserves of over Rupees 3 billion (30,000 lakhs). For further information please visit www.cisi.org

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 believe that you are the ideal person, please send us your resume stating the position applied on the subject field.

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

During your training period, you will be:

- › Working on a shift basis (8 working hours and one-hour unpaid lunch break each day, worked between 8 am and 6 pm)

Following your training period, you will be:

- › Working 40 hours a week, Monday to Friday, 10am to 7pm
- › Required to work on Poya days, Public/Mercantile Holidays on roster basis
- › You will **not be** required to work on the UK public holidays.

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