

Customer Support Administrator (Evening Shift – Male candidates only)

Do you have a flare for customer service?

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

CISI's purpose is *"To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services.*

Headquartered, in United Kingdom and established almost 30 years ago, is having, net reserves worth over Rupees 3 Billion (30,000 lakhs) and a workforce of over 170 staff globally.

Colombo is the institutes key operational hub, outside London, creating cutting edge application solutions to our clientele consisting of our members and leading financial centers worldwide.

To meet the demand of our rapid expansion in Sri Lanka, the company seeks to recruit a suitably qualified person for the above position in our Sri Lanka office on a permanent basis. Based in 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. This is an opportunity to be part of a team and join a growing organisation.

During your training period, you will be:

- Required to work on Sundays on a rota basis
- 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, 12 pm to 9 pm
- Required to work on Poya days, Public/Mercantile Holidays
- You will **not be** required to work on the UK public 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 two years' 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

The offer of employment will be subject to satisfactory references including a police report
There will be a competitive remuneration package on offer which includes after probation period:

- A friendly work environment and training throughout the career path
- Medical benefits, Insurance Cover
- Travel Allowance
- Sports club subsidy

If you believe that you are the ideal person, please send us your resume to HR@cisi.org stating the position applied on the subject field.