

## **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.

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](http://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.

#### **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, 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 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.

The offer of employment will be subject to satisfactory references including a police report.

We also offer a competitive salary and a wide range of benefits after probation, which we have recently increased. These include:

- ✓ Hospitalization cover for you, your spouse, and children
- ✓ Life insurance Cover
- ✓ Medical reimbursement allowance
- ✓ Travel Allowance
- ✓ Wellness Allowance
- ✓ After probation period, the option to work 3 days a week from home

If you believe that you are the ideal person, please send your resume to [hr@cisi.org](mailto:hr@cisi.org) stating the position applied on the subject field.