



CALTEX

CUSTOMER SERVICE LEAD

Chevron Lubricants Lanka PLC, the market leader in the local lubricant industry, an employer of choice and part of the global energy giant – Chevron Corporation, USA., has the following vacancy in its **Logistics team**.

The Job Role:

Reporting to the Logistics Manager and based at our manufacturing plant in Sapugaskanda, this customer-facing role will respond to customer inquiries on products and services in consultation with technology, sales and manufacturing teams, coordinate with transport service providers on timely and efficient product deliveries to customers, effectively transact through the Enterprise Resource Planning (ERP) system and Extended Warehouse Management (EWM) system in addressing unfilled situations, reconcile inventory & manage customer credit while responding to customer complaints in proactive coordination with the relevant SMEs.

Requirements:

- Excellent customer orientation and service attitude in serving a variety of internal and external stakeholders.
- Strong cross functional coordination and bilingual communication skills.
- Extensive experience working on ERP system (preferably SAP) and Warehouse Management systems.
- Hands-on digital fluency working with web-based tools for reliable and real-time data support.
- Proven leadership skills in handling unique situations and managing a customer service team.
- A reputed qualification in Supply Chain Management/ Logistics/ Customer Service and/or 3-5 years prior experience in a similar capacity.

The position entails a competitive remuneration package with attractive bonus schemes while offering the suitable candidate an opportunity to work in a front line customer facing role with a giant in the Energy industry.

If you meet the above criteria, please visit our **Careers page** and submit your application on-line **within 14 days** of this advertisement.

Head of Human Resources

Chevron Lubricants Lanka PLC

Level 16, MAGA ONE, No. 200, Nawala Road,
Narahenpita, Colombo 5.

Please visit our Careers page
<https://chevron.lk>