

Hayleys Group is amongst Sri Lanka's largest, and most respected diversified conglomerates with a turnover in excess of USD 1 Billion. To explore the World of Hayleys, visit us at: [www.hayleys.com](http://www.hayleys.com).

### **HAYLEYS ADVANTIS LIMITED**

Hayleys Advantis Group, the transportation, logistics and aviation arm of Hayleys PLC with over 60 years of industry presence, is a pioneer in providing end-to-end logistics solutions, representing some of the World's foremost shipping lines, freight forwarders and the largest air express transportation company. The Group also represents some of the world's leading passenger and cargo airlines and specializes in travel agency services. Today Advantis controls a truly international network offering and is fast becoming the undisputed leader in the areas of integrated logistics, freight management, marine services, terminals & engineering operations, airport services, aviation supply services, outbound travel services and other travel related services.

### **IML DELIVERY SYSTEMS (PVT) LTD**

IML Delivery Systems (Pvt) Ltd (Citypak) is a subsidiary of the Hayleys Advantis Group. We are a company offering island wide domestic delivery solutions.

We are looking for candidates who are energetic, hardworking and result oriented for the below vacancy:

### **Customer Experience Representative – Call Center (Colombo)**

#### **Job Responsibilities**

- Responsible of handling customer queries and providing customer support.
- Maintain good customer relations.
- Maintain records of the conversation with the customers, resolve issues by providing strong solutions.
- Responsible of customer data update on information system.

#### **Candidate Profile**

- 6 Credit' passes at the GCE O/L examination including Mathematics and English.
- A minimum of 3 passes at the GCE A/L examination.
- Excellent oral and written communication skills in English and Sinhala.
- Computer literacy with knowledge of MS office package.
- Prior experience in customer service and/or last mile delivery is an added advantage.
- School leavers are encouraged to apply.

If you think you have what it takes to be successful in this challenging role, please send your CV to [vacancy@citypak.lk](mailto:vacancy@citypak.lk) mentioning the **name of the position** on the subject line of the email.

Hayleys is an Equal Opportunity Employer

