

# WE ARE HIRING



ESTD.1962

We are on the lookout for a dynamic and an energetic individual to join our team as a Customer Surveillance Executive to receive and analyse customer feedback through particular platforms and provide accurate timely reports to the management in order to maintain the highest customer service levels in the organization.

## Customer Surveillance Executive

### Job Responsibilities:

- Receive customer feedback from converted customers in the Head office and all branches, and attend to negative responses where necessary.
- Contact customers with non-converted tokens for reason verification.
- Attend to all customer complaints in Head office and branches, and engage in background investigation regarding those complaints.
- Suggest ways of uplifting customer experience by reviewing reported incidents and through customer feedback.
- Assist and work closely with the marketing department to enhance customer service ratings both in online and offline platforms.

### You should possess:

- A Bachelor's degree in Business Management/ Marketing and/or full/part qualification from the Chartered Institute of Marketing (CIM) or Sri Lanka Institute of Marketing (SLIM).
- Minimum 1 to 2 years' experience in Customer Relationship Management (CRM) in a service-oriented organization.
- Fluency in English and Sinhala languages. Ability to converse in Tamil would be advantageous.
- Trustworthiness and capability to maintain a high level of security/confidentiality of information.
- The ability to work with minimum supervision, be self-motivated and have exceptional analytical skills.

Email your CV along with contact details of two non-related referees within 07 days of the advertisement to [candidates@voguejewellers.com](mailto:candidates@voguejewellers.com)

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