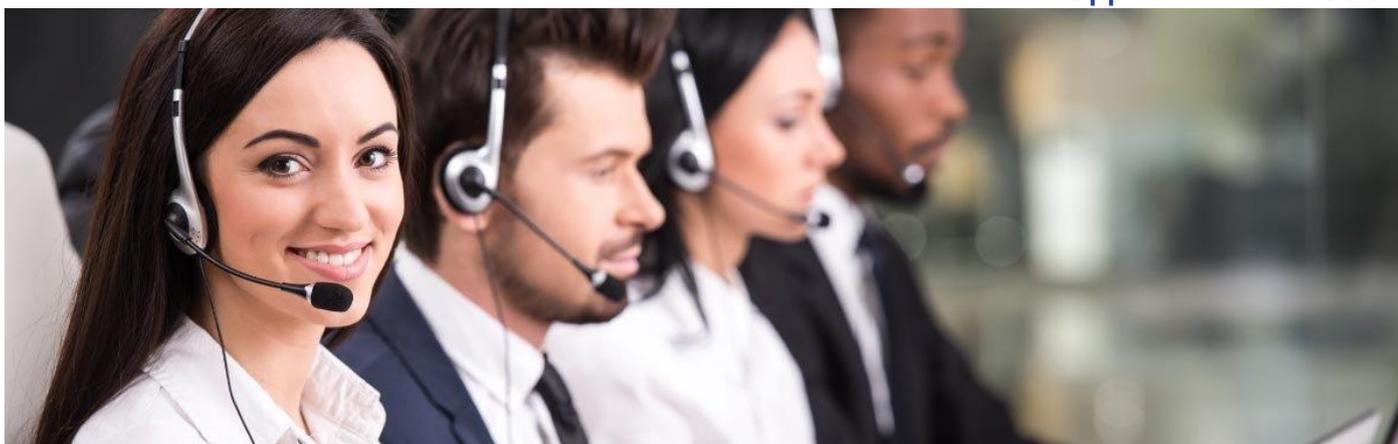




***“Looking for an opportunity? Best move you will ever make!”***

**Opportunities at SMCL**



## **Sejaya Micro Credit Limited**

### **Some key facts about us**

“SMCL is a rapidly growing, licensed microfinance company under CBSL, with a focus on serving entrepreneurs and families at the base of the socio-economic pyramid with the economic opportunities to transform the quality of their lives. Due to its commitment to serving customers responsibly, focusing on customer service, and maintaining fair and transparent pricing, SMCL has become a trusted provider of financial services for Sri Lankans.

There are many MFIs in Sri Lanka, but few that offers a culture so rich in professional opportunity, personal fulfillment, and long-term growth. At SMCL, we understand that exceptional service to our members begins and ends with exceptional regard for our people. Our business is not about money, but about people we are working with, for, and in service of others. In short, because relationships matter.”

## **SEJAYA CALL CENTRE - CUSTOMER CARE AGENTS**

### **The job**

- Obtains client information by answering telephone calls; verifying information.
- Handling inbound and outbound calls effectively.
- Inform clients by explaining procedures; answering questions; providing information.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Update job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales targets by cross selling effectively and cater to the specific needs of the customers
- Active participation in the recovery process of the organization and completion of set targets

### **Candidate's Profile**

- Ability to maintain confidentiality and highest level of integrity is a must.
- Preferably 19/28 years of age.
- Attentive to details
- Verbal communication
- Phone skills
- Data entry skills
- Customer centric
- Professionalism
- Multi-tasking

### **Compulsory Requirement:**

Able to communicate fluent in English and Sinhala or Tamil is a MUST

Mention post applied for in the subject line of the email and please forward your resume to: [careers@sejayacredit.com](mailto:careers@sejayacredit.com)

On or before 10th April 2021.

For more information, please visit our website: [www.sejayacredit.com](http://www.sejayacredit.com)

SMCL is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel processes are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, citizenship, or other protected characteristic.