

<https://www.lankatalents.lk/job/customer-service-executive-2/>

Customer Service Executive

Description

We are looking for an energetic and customer-focused **Customer Service Executive** to support its shipping and logistics operations. The successful candidate will be responsible for handling customer inquiries, coordinating with internal teams, maintaining strong client relationships, and ensuring smooth communication throughout the shipping and logistics process.

The ideal candidate should possess excellent communication skills, strong problem-solving abilities, and the capability to work efficiently in a fast-paced environment while delivering exceptional customer service.

Responsibilities

- Handle customer inquiries professionally via phone, email, and other communication channels.
- Provide excellent customer service throughout the shipment lifecycle.
- Coordinate with shipping, logistics, import, and export teams.
- Resolve customer issues promptly and professionally.
- Maintain accurate customer records and documentation.
- Update customers regarding shipment status and service requests.
- Ensure timely responses to customer queries.
- Work closely with internal departments to ensure customer satisfaction.
- Perform administrative and operational support tasks as required.

Qualifications

- Diploma or Degree in Business, Logistics, Supply Chain Management, Shipping, or a related field (preferred).
- Relevant professional qualifications will be an added advantage.

Contacts

Contact Person: Dinithi

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Hiring organization

Lanka Talents Creations (Pvt) Ltd

Industry

Shipping & Logistics

Employment Type

Full-time

Job Location

Borella, Borella , (Colombo 08)

Valid through

14.08.2026