

Job Description

Purpose

To deliver excellent and timely daily customer service to all passengers booked via www.srilankan.com and the mobile application, ensuring that set service standards are consistently met and customer satisfaction is achieved for all stakeholders.

Key Responsibilities:

- Assure smooth Client Services operation with relevant to IBE & Ancillary services, Ensure all Client services queries received via emails, calls & social media are responded to & issues are addressed within the set time period.Ensure smooth end-to-end refund operation, by responding to and action all refund queries & requests within the set time period.
- Provide Daily & weekly status updates including backlogs and complaints if any, to the department managers through an email, with a monthly presentation.
- Proactively identify frauds with the support of CyberSource Decision manager System, identify suspicious transactions and investigate further to minimize financial losses.
- Proactively identify trends and booking patterns followed by fraudsters and ensure necessary rules are implemented to finetune CyberSource system. Provide weekly updates to Management on the trends with a monthly presentation.
- Responsible for handling queues and monitoring Pay later bank portals to make sure that all such bookings are processed promptly, and passengers are informed appropriately.
- Ensure chargebacks are challenged with proofs, properly recorded and approved chargebacks are updated in a central location/Rec tool.
- Closely Coordinate with the Customer Affairs Team, call center, ticket offices, and all other relevant internal and external stakeholders, investigate into the complaints made by passengers regarding e-commerce applications/services and share it with the necessary teams to avoid the same in future.

Requirements

06 passes at GCE O/Ls with 04 Credits in one sitting with a credit for English and 02 passes at GCE A/Ls with 04 years work experience.

OR

06 Passes at GCE O/L with 04 Credits in one sitting including a credit for English and full or part professional qualification with 03 years work experience.

Note: Trainee and internship experience will not be considered as work experience.

Having any e-commerce or client servicing/handling experience would be an added advantage.
Be a Sri Lankan citizen.

The upper age limit should be 30 years as of 18th December 2025 which is the closing date.

Employment will be offered on fixed term contract.

We are an equal opportunity organization.

Influencing will be a reflection of unsuitability.

Please note that we will correspond with you within a month of closing the advertisement in the event your application is shortlisted for consideration.

Job Information

Division Name
Worldwide Sales & Distribution

Date Opened
08/12/2025

Application Closing Date
18/12/2025

Job Type
Full time

Industry
Airline - Aviation

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450