

Job Description

Purpose:

Plan, formulate and review the overall product and service strategy for SriLankan Airlines and define minimum service standards for frontline customer touch points.

Ensure that the product and service offered to the SriLankan passenger carries uniformity whilst introducing feasible and creative enhancements to the Product.

Key responsibilities:

- Define Minimum Service Standards for all customer touch points based on industry trends and company objectives.
- Ensure successful implementation of established Minimum standards and monitor, evaluate and ensure compliance by all front-line staff. Submit management reports on observations.
- Research and benchmark competition and build strategies to develop frontline products, to be in line with changing industry trends. Identify innovation to the Product and service delivery, covering all customer touch points and coordinate with the relevant managers for implementation. Ensure smooth transition of product and service knowledge to all frontline staff.
- Drive customer engagement and innovation for a seamless digital passenger experience. Ensure ease of access, usability, and consistency across all digital passenger-centric products through existing and proposed digital channels.
- Manage cross-functional groups in continuous customer journey mapping to identify Product and Service gaps and propose feasible enhancements.
- Manage the onboard internet connectivity product, negotiations and payments and ensure KPIs and expected revenue shares are met. Create the most suitable and attractive packages for higher passenger take up and satisfaction.

Requirements

- Bachelors Degree with 3 years work experience at Executive level in a relevant discipline.
- Or
- Full professional qualification equivalent to a degree with 3 years experience at Executive level in a relevant discipline.

Previous experience in customer services, hospitality and tourism will be an added advantage.

Age to be not more than 40 years as at 16th January 2026 which is the closing date.

Be a Sri Lankan Citizen.

Employment will be offered on fixed term contract.

Influencing will be a reflection of unsuitability.

We are an equal opportunity Organization.

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
Corporate Offices

Date Opened
06/01/2026

Application Closing Date
16/01/2026

Job Type
Full time

Industry
Airline - Aviation

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450