

Job Description

Start Your Career with SriLankan Airlines as a Customer Service Agent (Ticketing)

SriLankan Airlines Ltd, the National Carrier of Sri Lanka and a proud member of the oneworld Alliance, is a globally recognized international airline renowned for its warm Sri Lankan hospitality and commitment to service excellence. The airline currently operates a global route network of 130 destinations in 63 countries (including codeshare operations) spanning Europe, the Middle East, Indian Sub-Continent, Asia Pacific, and Australia. The National Carrier has earned international recognition through prestigious industry awards, including The World Travel Awards, PATA Gold Awards, and APEX Passenger Choice Awards.

Driven by our unique Sri Lankan hospitality and an unwavering commitment to creating memorable travel experiences, we are looking for dynamic, customer-focused, and service-oriented young individuals to join our team as Customer Service Agents (Ticketing) — professionals who take genuine pride in going above and beyond for every customer they serve.

As a Customer Service Agent, you will be the face and first point of contact for our customers, understanding their needs and delivering thoughtful, personalised service at every interaction. You will take ownership of each customer's journey, resolving queries with care and efficiency, and turning everyday transactions into moments of genuine hospitality — all while representing the values, professionalism, and unique Sri Lankan warmth that define SriLankan Airlines.

Who We Are Looking For

We are looking for customer-focused individuals who are passionate about delivering excellent service, enjoy connecting with people, and are committed to crafting exceptional travel experiences — all while representing SriLankan Airlines with professionalism and pride.

Job Accountabilities:

- Assist passengers, travel agents, corporate clients, government institutions, and FlySmiLes/oneworld members with reservations, ticketing, travel-related enquiries, and other customer requirements while delivering the highest standards of customer service.
- Provide accurate travel information on fares, applicable conditions, and travel options while handling ticket issuance, reissuance, and customer enquiries professionally.
- Interpret and provide accurate information on international immigration, visa, customs, and other travel regulations applicable to customers' journeys.
- Promote FlySmiLes membership, airline products, and ancillary services by identifying customer needs and recommending the most suitable travel solutions.
- Handle special passenger requirements, including unaccompanied minors, medical assistance, wheelchair services, special baggage requests, and other special service requirements in accordance with airline policies and procedures.
- Respond promptly and professionally to customer enquiries through ticket counters, telephone, email, and other communication channels, resolving issues to ensure a positive customer experience.
- Process customer payments accurately, issue relevant travel documents, and maintain accurate sales records and reports in compliance with company procedures.
- Coordinate effectively with airport, operational, and customer service teams to ensure the seamless handling of passenger requirements and service delivery.
- Maintain up-to-date knowledge of airline products, reservation systems, fare rules, and industry regulations to provide accurate information and professional customer service.
- Ensure all transactions and customer interactions comply with company policies, IATA regulations, aviation security requirements, and other applicable industry standards.

Requirements

Eligibility Criteria

- Be a Sri Lankan citizen.
- Be between 18 and 29 years of age as of 29th August 2026 (the closing date of applications).
- Have obtained six (06) passes at the G.C.E. Ordinary Level Examination, including four (04) Credit passes in one sitting, with Credit passes for English and Mathematics (Credit for English obtained at any sitting).
- Possess excellent command of spoken and written English with strong interpersonal and communication skills.
- Be computer literate and comfortable working in a digital environment.
- Maintain a smart, professional appearance and meet the prescribed Body Mass Index (BMI) requirements.

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
19/08/2026

Application Closing Date
29/08/2026

Job Type
Full time

Industry
Airline - Aviation

City
Katunayake

Province
Western

Country
Sri Lanka

Postal Code
11450