

Position: Marketing & Customer Support Executive (Hindi Speaking)

Company Overview

We are a dynamic, Singapore-headquartered multinational enterprise operating at the highest international standards. Our diverse portfolio encompasses specialized accounting services, cloud development, payment gateway maintenance, auditing, marketing BPO, and premium entertainment solutions. As we expand our operations in Colombo, we are leading a transformative initiative to position Sri Lanka as a premier digital business hub. We are committed to modernizing the workplace through advanced digital infrastructure—including self-service portals and electronic contract management—ensuring operational efficiency and transparency.

Role Summary The Marketing & Customer Support Executive will execute brand marketing strategies and deliver world-class, VIP-level support within our corporate office. This role is ideal for professionals who thrive in a collaborative, multicultural environment and are dedicated to providing exceptional client experiences.

Key Responsibilities

- **Client Success:** Manage high-value client inquiries via multiple channels (chat, email, phone) and coordinate with internal technical and operational teams to resolve complex requirements.
- **Marketing Strategy:** Develop and execute brand campaigns, including email marketing and high-converting landing page development.
- **Strategic Reporting:** Leverage analytical tools to conduct market research and competitor analysis, delivering actionable insights to senior management.

Candidate Profile

- **Linguistic Fluency:** Business-level Hindi is mandatory; proficiency in English, Tamil, Telugu, Marathi, or Chinese is a distinct advantage.
- **Technical Proficiency:** Advanced skills in Microsoft Excel, Google Workspace, and CRM platforms (e.g., Zendesk, Intercom) are preferred.
- **Professional Mindset:** Must demonstrate a growth mindset, proactive initiative, and the ability to operate independently within international business standards.

Working Conditions & Compensation

- **Location:** Office-based, Colombo Central Business District.
- **Schedule:** 9:00 AM – 9:00 PM shift-based schedule with two days off per week.
- **Remuneration:** USD 800 – USD 1,700 per month (foreign currency remuneration available subject to Central Bank regulations).
- **Benefits:** Comprehensive benefits package including statutory retirement contributions, KPI-based performance bonuses, monthly incentive programs, and paid leave.

FLASHTM
EDUCATION
PORT CITY