



VACANCIES

Applications are invited from qualified candidates to fill the following vacancies of the Telecommunications Regulatory Commission of Sri Lanka (TRCSL).

Consumer Relations Officer

2. Job Description

1. Receiving and handling consumer complaints related to Telecommunication matters.
2. Coordination with Quality of Service (QoS) unit to ensure compliance with QoS.
3. Coordinating and liaison with the Telco operators and spectrum users, under the complaints/grievance handling mechanism.
4. Inspection of work at Tele centers and at the special telecommunication project sites.
5. Coordinate the provisions of infrastructure facilities through operators and broadcasters and assess the regional demand in the Telecommunication sector.

3. Required Educational Qualifications:

External Candidates

A Bachelor's Degree in Economics or Business Management or Marketing from a University recognized by the University Grant Commission with 03 years post qualifying experience in Customer Relations.

Internal Candidates

A Bachelor's Degree in Economics or Business Management or Marketing from a University recognized by the University Grant Commission with 03 years of satisfactory service experience in Associate or Operational or Management Assistant Level in TRCSL.

4. **Recruitment Procedure** - *Through a written examination followed by a practical test and a structured interview. Appointments will be made purely in the order of merit, obtained through the aggregated marks calculated by adding 40% of the marks obtained at competitive examination, 40% marks obtained at the practical test and 20% marks obtained at the structured interview.*

5. **Salary - Consumer Relations Officer TRC-4-1 45,000 - (10x750) - (10x1,000) - (10x1,250) - (10x1,500) - 90,000**

All new appointments to the posts will be placed in the initial step of the salary scale relevant to the Grade II of this Employment category. However, salary of persons recruited internally will be determined in terms of the provisions in Codes of Rules on Appointments and Remunerations of the TRCSL or (in absence of such provisions), as far as relevant, in terms of Chapter VII of the Establishment Code.

6. **Age** - 18-45 (The upper age limit will not be applicable for the internal candidates).

7. General Conditions

1. Applicants who do not possess the required qualifications as at the closing date of applications will not be considered.
2. Any form of canvassing will be a disqualification.
3. The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) reserves the right to decide the number of positions to be filled or postpone/cancel the recruitment.
4. The TRCSL is a regulatory authority, wherein any person being recruited for employment in the TRCSL shall not promote, advance, or advocate directly or indirectly for appointment or employment of his/her spouse or any member of the family in or to a position in an institution that is under the regulatory control of the TRCSL.

7. Method of Application

- ◆ Applicants who possess the required qualifications should forward self-prepared application giving full bio-data together with copies of educational / professional qualifications and details of work experience.
- ◆ Applicants should forward names of two non-related referees with their contact telephone numbers and address.
- ◆ Applications should be clear and legible and those which do not confirm to the requirements will be rejected.
- ◆ All applications should be sent by registered post to reach me at the following address on or before **15th July 2015**.
- ◆ Please indicate the post applied for on the left hand top corner of the envelope