

SriLankan | Full time

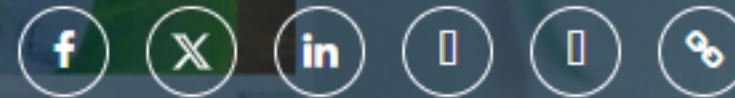
Customer Services and Sales Supervisor (London)

London, United Kingdom | Posted on 12/05/2026

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Job Description

SriLankan Airlines, the National Carrier of Sri Lanka and a member of oneworld alliance, operates an extensive global network covering the Europe, Middle East, Africa, Indian Subcontinent, South East Asia, the Far East and Australia.

The SriLankan team is seeking a dynamic individual to join us as

CUSTOMER SERVICES AND SALES SUPERVISOR (LONDON)

Responsible for delivering exceptional customer service by effectively managing and resolving customer-related matters, including complaints, FlySmiLes queries, and baggage-related issues. The role involves coordinating timely responses, liaising with internal departments, and maintaining service excellence in line with company standards and customer satisfaction objectives.

Key responsibilities:

- Manage customer complaints and handle all related correspondence and telephone enquiries pertaining to customer complaints and baggage. Work closely with the Customer Affairs team at Head Office to ensure timely investigation and resolution of complaints in compliance with legal and regulatory requirements.
- Serve as the UK FlySmiLes Coordinator by liaising with the FlySmiLes Centre and collaborating with the Head Office FlySmiLes team and UK trade partners on programme updates, promotional campaigns, and member recruitment initiatives. Support the development and execution of "Cash + Miles" promotions and bonus incentive schemes tailored to the UK market.
- Coordinate and oversee limousine service operations, ensuring seamless service delivery, efficient scheduling, and an exceptional customer experience.
- Manage assigned agency accounts in line with sales development plans and revenue targets. Build and maintain strong client relationships, identify new business opportunities, negotiate contracts, conduct product presentations, and ensure high levels of customer satisfaction while achieving sales objectives.
- Conduct sales call planning and quarterly sales reviews for assigned accounts while proactively prospecting and developing new business opportunities to expand UK sales. Responsible for Generating 50% of Agent Sales Revenue.
- Organize and deliver professional product presentations to travel trade partners, effectively promoting the airline's brand, product portfolio, competitive advantages, and premium service standards.
- Support the implementation of sales promotions and other sales and marketing activities, including campaigns, events, and partnership initiatives, to strengthen market presence, generate leads, and achieve commercial objectives.
- Contribute actively towards departmental and divisional initiatives, priorities, and overall business objectives while maintaining high operational and service standards.

Requirements

06 passes including Mathematics at GCSE with 04 Higher Grades (A* -C) Including a higher grade for English in one sitting and 02 passes at A-Levels with 04 Years work experience.

OR

06 passes including Mathematics at GCSE with 04 Higher Grades (A* -C) Including a higher grade for English in one sitting and full pr part professional qualifications with 03 Years experience.

The ability to live legally and work in the United Kingdom (Candidates should be British citizens OR British permanent Resident (PR) holders) is a mandatory requirement.

Influencing will be a reflection of unsuitability.

We are an equal opportunity organization.

Employment will be offered on fixed term contract.

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
12/05/2026

Application Closing Date
22/05/2026

Job Type
Full time

Industry
Airline - Aviation

City
London

Province
London

Country
United Kingdom

Postal Code
London