



We are Sri Lanka's premier private sector commercial bank. Our visionary journey has taken us beyond the realms of business as we have made a conscious effort to go where no bank has dared to go, from downtrodden villages long-forgotten, to the world across the shores. The driving force behind this epoch-making journey is our strong team of achievers, affectionately known as the Hatna Family. As we continue to make history and move ahead, we invite dynamic and ambitious individuals to join us in our trailblazing banking saga.

We are looking for bright minds to help us create a world of happy experiences.

SERVICE EXCELLENCE ASSOCIATES (FIXED TERM CONTRACT)

Requirements

- G.C.E. Ordinary Level
- G.C.E. Advanced Level/ further education in line of business or Industry experience
- Be below 25 years of age
- Must be a team player with a positive attitude
- Ability to work under pressure
- Fluency in English is compulsory
- 3-5 years of working experience in a Customer Service/ Service recovery role in contact centre/ BPO will be an added advantage

Duties and Responsibilities

- Managing Customer Escalations
- Ensuring Complaint resolution within Service Level Standards
- Liaising with internal stakeholders to resolve customer escalations efficiently and effectively
- Extend assistance to the branch network to resolve customer complaints
- Identification of process gaps and initiating process streamlining
- Driving special Service Experience Projects

Skills Required

- Effective Communication and problem resolution
- Computer skills
- Basic Excel for report generation
- Excellent inter-personal skills to work with internal departments
- Service Mindset and passionate in delivering an unparalleled customer service
- Excellent Communication Skills
- Excellent verbal and written skills
- Business writing skills
- Content designing
- Technology and Social Media Savvy
- Presentation Skills

Selected candidates will be offered an attractive remuneration package, performance based incentive with medical insurance and other facilities. An Ideal opportunity for school leavers and experienced individuals.

* Assignments will be based in Colombo

Interested candidates are invited to apply for the position

All applications must reach us by,

13th December 2020 via e-mail to
careers@hnb.lk

(Please mention the position applied for in the subject of your e-mail)