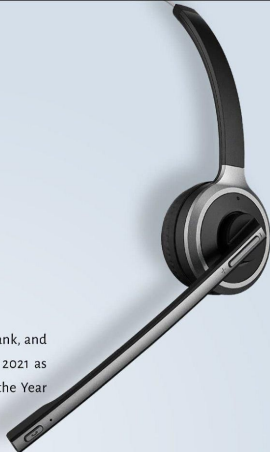




## Associate Manager CONTACT CENTRE

National Development Bank PLC is Sri Lanka's fourth largest listed bank, and the recipient of coveted awards such as the Best Bank in Sri Lanka 2021 as adjudged by the Global Finance Magazine of USA and the Bank of the Year 2020 by the Banker Magazine of UK.



### The Job:

- Responsible in executing the Contact Center strategies and assisting to achieve the set objectives
- Responsible in managing overall operations of Call Centre, Omni Channels and Reception
- Ensure Contact Centre cross selling targets are met through internal campaigns
- Responsible in managing the capacity planning and be involved in Contact Center staff recruitment
- Responsible in managing overall overheads of the Contact Centre
- Ensure highest level of compliance in terms of process and procedures

### The Person:

- Be part qualified in Banking / Finance or any other related field
- Possess minimum of 8 years in Banking or Financial services experience, out of which at least 4 years leading Contact Centre Operations
- Possess strong communication and interpersonal skills
- Possess Negotiation Skills
- Should be proactive and be able to work under pressure

Apply on or before 1<sup>st</sup> November, 2021

We will correspond only with the shortlisted applicants.

**"We are an equal opportunity employer"**

☎ 011 244 8888 🌐 [www.ndbbank.com](http://www.ndbbank.com)

A+ (Ika) Fitch Rating - National Development Bank PLC (PD 27) is a licensed commercial bank supervised by the Central Bank of Sri Lanka. NDB Bank is a member of the NDB Group, the largest financial services conglomerate in Sri Lanka.



The future is banking on us



Can you take the lead in becoming a link with the outside world?

Be our new Contact Centre - Lead.

Scan the QR to apply



Or visit - <https://bit.ly/2V5QeDd>

☎ 011 244 8888 🌐 [www.ndbbank.com](http://www.ndbbank.com)

A+ (Ika) Fitch Rating - National Development Bank PLC (PD 27) is a licensed commercial bank supervised by the Central Bank of Sri Lanka. NDB Bank is a member of the NDB Group, the largest financial services conglomerate in Sri Lanka.



The future is banking on us